

## Noise At Liftgate Lock On 243 or 247 Chassis Vehicles

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Topic number	LI72.20-P-078562
Version	2
Function group	72.20 - Tailgate, rear door
Date	1/3/25
Validity	EQA model series 243 EQB model series 243 B-Class model series 247 GLA model series 247 GLB model series 247
Reason for change	As from production date 01.01.2022 Adding the remedy

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### Complaint

Noises (creaking/squeaking) from liftgate lock while driving.

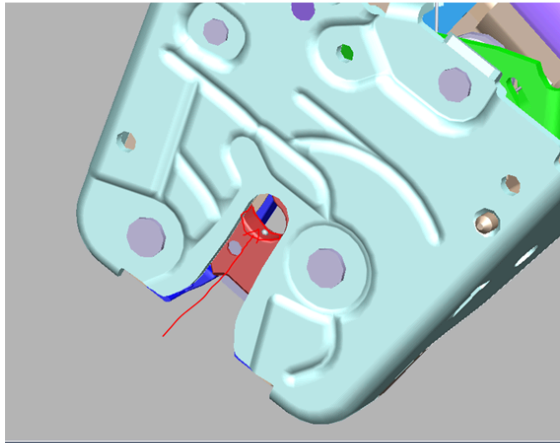
### Cause

Under analysis

### Remedy

1. Grease liftgate lock at the marked position with A0009893860 and then carry out an additional drive to assess the noise.
2. If the noise is remedied, vehicle return to the customer
3. If the noise continues, please create TIPS case with videos of the problem and send to the Body/Chassis/Entertainment inbox.

Attachments	
File	Description
<a href="#">Bild_Heckklappenschloss.png</a>	Location for grease point on liftgate lock



## Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

### Symptoms

Body > Door/Flap > Door > Door > Noise

Overall vehicle > Safety and locking system > Locks/locking/Remote closing mechanism > Noise

Body > Door/Flap > Power closing > Malfunction

### Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
	Liftgate lock		74311	Noise