

Liftgate Does Not Open Fully

Topic number	LI72.20-P-073139
Version	1
Function group	72.20 - Tailgate, rear door
Date	1/23/25
Validity	All X290 up to and including manufacturing date April 2021.
Reason for change	

Complaint

After CAN bus idle, the tailgate may not fully open (opens to approx. 80 %), regardless of opening method (key, switch, hands-free access, etc.).

The tailgate can only be fully opened by operating it again, multiple times where necessary, or by manually raising tailgate.

See attachment 1.

Attachments	
File	Description
Video.mov	Attachment 1

Cause

Control unit may falsely detect a blockage.

Remedy

SCN coding of control unit N121/1 - liftgate control. No replacement of parts are required.

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

XENTRY Tips

Body > Door/Flap > Hood/flap > Trunk lid/liftgate > Opens incompletely

Control unit/fault code

Control unit	Fault text
N121/1 - Tailgate control (HKS) (PTCM290)	-

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8210H90	Quote LI number in claim text.