

Individual functions in gesture recognition system is no longer available

Topic number	LI82.85-P-078303
Version	2
Function group	82.85 - Navigation and Communication systems
Date	5/5/25
Validity	Vehicles with code 77B or 78B
Reason for change	Remedy adjusted
Reason for block	

Complaint

Individual functions such as sliding sunroof or roller sunblind can no longer be operated using the gesture recognition system.

Cause

Gesture recognition system control unit software N168

Remedy

For vehicles before modification year 23/2:

Perform SCN coding in control unit OMSH223 (N168).

For vehicles as of modification year 23/2:

Considered to be a series production configuration. A change will not be possible in future.

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.

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 > Roof system > Tilting/sliding sunroof system > Does not close
Body > Roof system > Tilting/sliding sunroof system > Does not open
Communication/information > Entertainment > Overall system/operation > Miscellaneous
Body > Interior equipment > Switches, interior, general > Malfunction

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		0	820H7G3	Please refer to this document in the warranty claim