

KeylessGo sensor surfaces do not respond / flush door handle does not extend or retract

Topic number	LI80.20-P-078308
Version	4
Function group	80.20 - Central locking system, interior central locking
Date	3/23/26
Validity	MODEL 214, 223, 294, 295, 296, 297 from production date 01.01.2023 and with code 889
Reason for change	Further specification of handling instructions. Note SI72.00-P-0014A has been included.

Complaint

Depending on the identified problem (items 1-4), please implement the corresponding Remedy below (items 1-4):

1. KeylessGo sensor surfaces do not respond.

Door handles can extend/retract if the key is used for locking/unlocking.

No particular fault code.

2. Surface-flush door handle fails to retract and/or extend.

One or more of the following fault codes are current and stored:

B185D96; B185E96; B186196; B186296

The following values are present in the control unit log (A17/x):

Motor_bridge_connection_fatal_error = True (for example, see attachment)

OR

Motor_bridge_wrong_direction_fatal_error = True (for example, see attachment)

3. Surface-flush door handle fails to retract and/or extend.

One or more of the following fault codes are current and stored:

B185D96; B185E96; B186196; B186296

The following values are present in the control unit log (A17/x):

Motor_init_error_for_sensors = True (for example, see attachment)

4. Surface-flush door handle fails to retract and/or extend.

The fault code B185911 is stored in the DCU (N69/X).

Cause

1. Software bug.
2. Software robustness.
3. Software robustness.
4. The motor resistance is outside the tolerance range.

Remedy

Depending on the identified Complaint above (items 1-4), please implement the corresponding remedial actions (items 1-4):

1. Perform a reset of the corresponding 'KEYLESS GO' door handle control unit (A17/x) via XENTRY (for example see attachment)

add-on is available (add-on 32204 for XENTRY version 06/25)

Please use one of the following damage codes:

8213H73; 8219773; 8213K73; 8219873
2. Please process the guided fault check via XENTRY (Add-on 32485 for XENTRY version 06/25; Add-on 32486 for XENTRY version 09/25).

In the event of a proposed SCN coding, it must be carried out and the faults must then be cleared.

Please use one of the following SSLs:

8213H73; 8219773; 8213K73; 8219873
3. Please process the guided fault check via XENTRY (Add-on 32485 for XENTRY version 06/25; Add-on 32486 for XENTRY version 09/25).

In the event of a proposed renewal of the bearing bracket, the corresponding bearing bracket must be replaced.

Please use one of the following SSLs:

80A0D73; 80N0D73; 80N0E73; 80A0E73
4. The motor resistance is too low. Bearing bracket must be replaced.

Please use one of the following SSLs:

80A0D73; 80N0D73; 80N0E73; 80A0E73

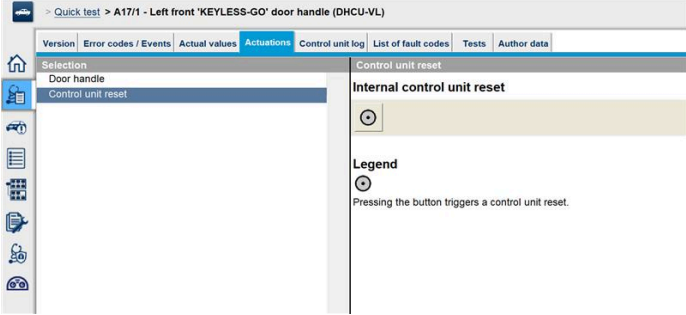
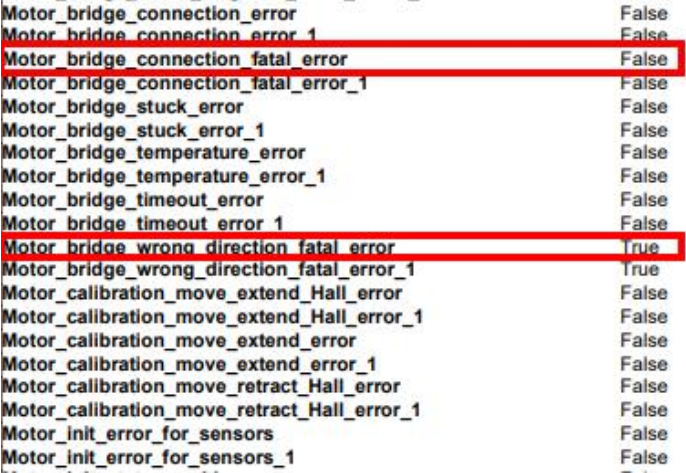
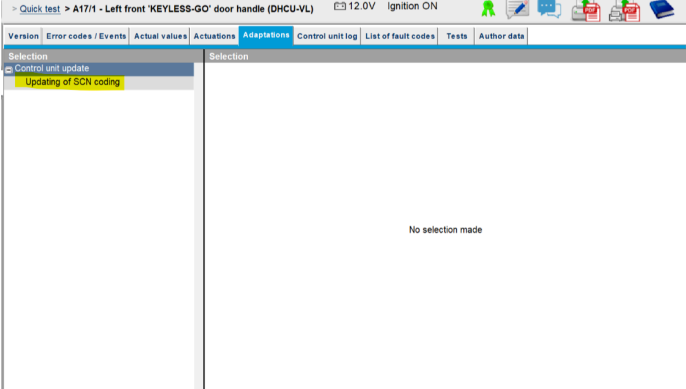

Please note that other published GI documents may also be valid for assessing the problem.
For example: "LI72.10-P-074316 Flush-Mounted Door Handle Jams When It Is Pulled Out".

XENTRY Tips

Please also refer to SI72.00-P-0014A in WIS.

If after the remedy points above are performed, the problem is still present, please submit a TIPS case to the PTS-Body/Chassis/Entertainment inbox.

→ In this case, store the damaged parts for further analyses.

Attachments	
File	Description
XENTRY-Reset-A17_X.jpeg 	Remedy 1. (EXAMPLE) XENTRY reset after add-on 32204 Door handle A17/X
CU-log_SG-Protokoll_1.jpg 	Remedy 2. (EXAMPLE): Values must be checked in the "Component Errors" section. One or both values must be "True"
SCN-Coding.png 	Remedy 2. (EXAMPLE) XENTRY SCN coding according to add-on 32280 Door handle A17/X [ENG]
CU-log_SG-Protokoll_2.jpg 	Remedy 3. (EXAMPLE) Values must be checked in the "Component Errors" section. The value must be "True"

Motor_bridge_connection_error	False
Motor_bridge_connection_error_1	False
Motor_bridge_connection_fatal_error	False
Motor_bridge_connection_fatal_error_1	False
Motor_bridge_stuck_error	False
Motor_bridge_stuck_error_1	False
Motor_bridge_temperature_error	False
Motor_bridge_temperature_error_1	False
Motor_bridge_timeout_error	False
Motor_bridge_timeout_error_1	False
Motor_bridge_wrong_direction_fatal_error	True
Motor_bridge_wrong_direction_fatal_error_1	True
Motor_calibration_move_extend_Hall_error	False
Motor_calibration_move_extend_Hall_error_1	False
Motor_calibration_move_extend_error	False
Motor_calibration_move_extend_error_1	False
Motor_calibration_move_retract_Hall_error	False
Motor_calibration_move_retract_Hall_error_1	False
Motor_init_error_for_sensors	False
Motor_init_error_for_sensors_1	False

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 handle > Loose

Body > Door/Flap > Door > Door handle > Jammed

Overall vehicle > Safety and locking system > Keyless go > Function > Vehicle does not close using door handle

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
	Capacitive sensor, unlock, front door	H	82197	
	Capacitive sensor, lock, front door	H	8213H	
	Capacitive sensor, lock, rear door	H	8213K	
	Bearing bracket, door handle, retractable, front door, right	H	80N0F	
	Bearing bracket, door handle, retractable, rear door, right	H	80N0G	
	Bearing bracket, door handle, retractable, rear door, left	H	80A0G	
	Bearing bracket, door handle, retractable, front door, left	H	80A0F	
	Actuator motor, door handle, front door, left	H	80A0D	

XENTRY Tips

	Actuator motor, door handle, front door, right	H	80N0D	
	Actuator motor, door handle, rear door, right	H	80N0E	
	Actuator motor, door handle, rear door, left	H	80A0E	
	Capacitive sensor, unlock, rear door	H	82198	