Seamless Door Handle does not Extend when Pressed

Topic number	LI80.61-P-073358
Version	2
Function group	80.61 - Keyless-Go/Keyless-Entry
Date	3/31/22
Validity	MODEL 223, 297, 295, 232
Reason for change	updating remedy

Complaint

The flush-mounted door handles are retracted and do <u>not</u> extend electrically in response to a command from the door handle (sensor in center of door handle is touched (see Picture 1, A)), so that the door can be opened.

<u>Notes on retraction of flush-mounted door handles in customer mode:</u>

- The door handles retract every time the vehicle is locked when all doors are closed.
- The door handles retract when the vehicle pulls away and vehicle speed exceeds 5 km/h.
- After all the doors have been closed, the door handles automatically retract after 4 min.
- Even when the vehicle is not locked, door handles retract. This automatic retraction may appear as if the vehicle is locked but it is not. Simply touch door to extend door handles.

<u>Notes on transport mode:</u>

- No automatic retraction
- When the transmitter key is operated, only the door handle on the driver's door retracts/extends. The remaining door handles remain permanently retracted.
- When the transmitter key is operated, only the driver's door is unlocked/locked. The remaining doors remain permanently locked.
- In transport mode, a command to extend the door handle cannot be sent from the door handle.

Attachments	
File	Description
Bild 1.JPG	Picture 1

Cause

- The battery disconnect switch for circuit 30t may have been activated due to a low SOC on the 12V battery. This then disables KG system and requires the customer to manually press the unlock button on the FOB.
- The door handle on the driver's door is retracted with transport mode activated, even though the door is Not locked.

Remedy

1. Press unlock button on spare transmitter key (if available). Then pull door handle to open door.

Pressing the unlock button causes the battery disconnect switch (30t) to close and the door handles to extend.

2. Check whether problem is still present.

If problem is still present, continue with operation step 3. Otherwise continue with operation step 6.

3. Open door using the following procedure which is also shown in owner's manual:

a. Pry out rear end of door handle (Picture 2, B) with an aid (e.g. a plastic wedge). The door handle folds out slightly.
B. Keeping it parallel, pull out door handle to its extended position until some resistance is felt (Picture 3).
c. Applying more force, pull door handle beyond the point of resistance to end stop, in order to open door (Picture 4).

Notes:
- If the battery disconnect switch (30t) is open or if transport mode is selected, a greater force is required than in customer mode as the power opening function is not energized.
- Only pull the door handle in a horizontal direction (never pull up or down). Otherwise it may break (forcible damage).

4. Check whether problem is still present.

If problem is still present, continue with operation step 5. Otherwise continue with operation step 6.

5. Check 12V battery state of charge in Xentry onboard electrical system data. Review conspicuous data looking for low battery SOC during date/time of complaint. If necessary the battery must be charged.

6. Create PTSS case with screenshots of 12V onboard electrical system data and EZS control unit log.

Note: Do not replace any batteries! Observe the WIS references!

Attachments	
File	Description
Bild 2.JPG	Picture 2

Bild 3.JPG	Picture 3
Bild 4.JPG	Picture 4

WIS-References

Document number	Title	Note
SI54.10-P-0024A	Service Information: Battery maintenance	PLEASE NOTE!
SI54.10-P-0038A	Service Information: Maintenance of the on-board electrical system voltage on display and demonstration vehicles	PLEASE NOTE!

Symptoms

Body > Door/Flap > Door > Door handle > Jammed
Overall vehicle > Safety and locking system > Locks/locking/Remote closing mechanism > Does not open
Overall vehicle > Safety and locking system > Keyless go > Function > Vehicle does not open

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8000N90	