

Side Window Reverses or Will Not Auto-Close When Raising

Topic number	LI67.39-P-080552
Version	1
Function group	67.39 - Electric side windows
Date	5/7/26
Validity	Model 174 up to production date March 30, 2026, model 178 up to production date March 30, 2026
Reason for change	

Complaint

Customer reports that a side window will not close using the automatic (one-touch) function, or the window reverses direction while closing.

- Condition may occur on one or more doors
- Fault code B25A3F0 may be stored in the affected door control unit
- Window normalization may be lost

Cause

System error in the power window motor

Remedy

- 1.) Update SCN coding of the affected door control unit (N69/x) using Xentry.
- Repair coding is available with Car Package Release (CPR) 1.3.0 or higher.
- 2.) If the complaint persists after SCN coding or for repeat complaints → replace the power window motor on the affected door following applicable WIS instructions.

WIS-References		
Document number	Title	Note
AR67.39-P-0001CLA	Remove/install front door power window motor	.
AR67.39-P-0002CLA	Remove/install rear door power window motor	.

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 > Glazing > Window lifting mechanism/window operation > Remains stationary

Body > Glazing > Window lifting mechanism/window operation > Does not run up

Body > Glazing > Window lifting mechanism/window operation > Opens by itself

Control unit/fault code

Control unit	Fault text
N69/4 - Right rear door (DCU-RR) (DMRR_MMA)	B25A3F0 - The enable signal of position 'Window' is missing. No normalizing.
N69/3 - Left rear door (DCU-LR) (DMRL_MMA)	B25A3F0 - The enable signal of position 'Window' is missing. No normalizing.
N69/2 - Right front door (DCU-RF) (DMFR_MMA)	B25A3F0 - The enable signal of position 'Window' is missing. No normalizing.
N69/1 - Left front door (DCU-LF) (DMFL_MMA)	B25A3F0 - The enable signal of position 'Window' is missing. No normalizing.

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
		H	72A69	
		H	72N69	
		H	73A69	
		H	73N69	