



Automatic Closing Function of the Front Side Windows is Inoperative

Topic number	LI72.40-P-080776
Version	1
Function group	72.40 - Door control
Date	9/9/26
Validity	BR236
Reason for change	

Complaint

When using the one-touch (automatic) window closing function on one or both front door windows, the customer may report one of the following concerns:

- The window begins closing, then reverses direction before reaching the fully closed position.
- The window loses normalization and can only be closed by pulling and holding the window switch until the window reaches the fully closed position.

Cause

Currently under investigation.

Remedy



Please submit a TIPS case to the Body/Chassis/Entertainment inbox and provide the following information:

- A detailed description of the client's concern
- Does the window reverse (obstruction detection) or has it lost normalization?
- Is the condition reproducible? If yes, please provide a video demonstrating the concern
- Initial Quick Test
- Control Unit Log of the relevant Door Control Unit
- Actual Values > Power window Development data (Reversal, Evaluation of window raising, & Learned values)

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

Control unit/fault code

Control unit	Fault text
N69/2 - Right front door (DCU-RF) / (DMP223)	-
N69/1 - Left front door (DCU-LF) / (DMD223)	-

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			72220EB	