

Diagnosis - Complaint Related Diagnostic Chart

Complaint/Problem	Possible cause	Test step/Remedy ¹⁾
Sliding/pop-up roof does not operate with sliding/pop-up roof switch.	Sliding/pop-up roof motor (M12, M12/1). Sliding/pop-up roof switch (S13/2).	23 ⇒ 6.0 23 ⇒ 7.0, 8.0, 9.0
Sliding/pop-up roof or power windows do not operate with ignition key in position 1 .	Convenience control module (N57). Convenience relay module (K24).	23 ⇒ 2.0, 3.0 23 ⇒ 4.0
Sliding/pop-up roof does not operate with either front door open .	Convenience control module (N57). Front door switch (S17/3, S17/4). Convenience relay module (K24).	23 ⇒ 1.0, 2.0, 3.0 23 ⇒ 5.0 23 ⇒ 4.0
Sliding roof does not close/lower .	Sliding/pop-up roof switch (S13/2).	23 ⇒ 7.0
Sliding roof does not open .	Sliding/pop-up roof switch (S13/2).	23 ⇒ 8.0
Pop-up roof does not open .	Sliding/pop-up roof switch (S13/2).	23 ⇒ 9.0

¹⁾ Observe Preparation for Test, see 22.

Diagnosis - Complaint Related Diagnostic Chart

Complaint/Problem	Possible cause	Test step/Remedy ¹⁾
Left front power window does not open .	Convenience control module (N57). Left front power window switch (S21/1). Left front power window motor (M10/3).	23 ⇒ 1.0, 2.0 23 ⇒ 10.0 23 ⇒ 28.0
Left front power window one-touch opening does not operate.	Convenience control module (N57). Left front power window switch (S21/1). Left front power window motor (M10/3).	23 ⇒ 1.0, 2.0 23 ⇒ 12.0 23 ⇒ 28.0
Left front power window does not close .	Convenience control module (N57). Left front power window switch (S21/1). Left front power window motor (M10/3).	23 ⇒ 1.0, 2.0 23 ⇒ 11.0 23 ⇒ 28.0
Right front power window does not open .	Convenience control module (N57). Right front power window switch (S21/2). Right front power window motor (M10/4).	23 ⇒ 1.0, 2.0 23 ⇒ 13.0 23 ⇒ 29.0
Right front power window one-touch opening does not operate.	Convenience control module (N57). Right front power window switch (S21/2). Right front power window motor (M10/4).	23 ⇒ 1.0, 2.0 23 ⇒ 15.0 23 ⇒ 29.0
Right front power window does not close .	Convenience control module (N57). Right front power window switch (S21/2). Right front power window motor (M10/4).	23 ⇒ 1.0, 2.0 23 ⇒ 14.0 23 ⇒ 29.0

1) Observe Preparation for Test, see 22.

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Complaint/Problem	Possible cause	Test step/Remedy ¹⁾
Left rear power window does not open .	Convenience control module (N57). Left rear power window switch (S21/3, S21/5). Rear power windows safety switch (S21/7). Left rear power window motor (M10/5).	23 ⇒ 1.0, 2.0 23 ⇒ 16.0 23 ⇒ 20.0 23 ⇒ 30.0
Left rear power window does not close .	Convenience control module (N57). Left rear power window switch (S21/3, S21/5). Rear power windows safety switch (S21/7). Left rear power window motor (M10/5).	23 ⇒ 1.0, 2.0 23 ⇒ 17.0 23 ⇒ 20.0 23 ⇒ 30.0
Right rear power window does not open .	Convenience control module (N57). Right rear power window switch (S21/4, S21/6). Rear power windows safety switch (S21/7). Right rear power window motor (M10/6).	23 ⇒ 1.0, 2.0 23 ⇒ 18.0 23 ⇒ 20.0 23 ⇒ 31.0
Right rear power window does not close .	Convenience control module (N57). Right rear power window switch (S21/4, S21/6). Rear power windows safety switch (S21/7). Right rear power window motor (M10/6).	23 ⇒ 1.0, 2.0 23 ⇒ 19.0 23 ⇒ 20.0 23 ⇒ 31.0

¹⁾ Observe Preparation for Test, see 22.

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Complaint/Problem	Possible cause	Test step/Remedy ¹⁾
Child safety lock-out for left rear or right rear door does not operate.	Rear power windows safety switch (S21/7).	23 ⇒ 20.0
Central closing (power windows, sliding/pop-up roof) does not operate with the ignition key via the driver's door, front passenger door or trunk lid lock.	Convenience control module (N57). Model 202: Left front door lock switch (S86/1), right front door lock switch (S87/1) and trunk lid lock switch (S88/2). Model 124: Left front door lock switch (S86/1), right front door lock switch (S87/1) and trunk lid lock switch (S88/2). Model 124: Left front door actuator (S47). Model 124: Right front door actuator (S48). Model 124: Trunk lid lock actuator (S49). Convenience relay module (K24).	23 ⇒ 1.0, 2.0 23 ⇒ 21.0 23 ⇒ 22.0, 23.0 23 ⇒ 24.0 23 ⇒ 25.0 23 ⇒ 26.0 23 ⇒ 4.0, 27.0
Central closing reverse safety (power windows sliding/pop-up roof) does not operate (within 10 seconds of central locking) with the ignition key via the driver's door, front passenger door or trunk lid lock.	Convenience control module (N57). Model 202: Left front door lock switch (S86/1), right front door lock switch (S87/1) and trunk lid lock switch (S88/2). Model 124: Left front door lock switch (S86/1), right front door lock switch (S87/1) and trunk lid lock switch (S88/2). Model 124: Left front door actuator (S47). Model 124: Right front door actuator (S48). Model 124: Trunk lid lock actuator (S49). Convenience relay module (K24).	23 ⇒ 1.0, 2.0 23 ⇒ 21.0 23 ⇒ 22.0, 23.0 23 ⇒ 24.0 23 ⇒ 25.0 23 ⇒ 26.0 23 ⇒ 4.0, 27.0

1) Observe Preparation for Test, see 22.