

Diagnosis – Complaint Related Diagnostic Chart (Power Windows)

Preparation for Test:

1. Fuses OK.
2. Battery voltage 11 to 14 V
3. Convenience Feature functional.

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
All power windows do not function.	Wiring, Convenience relay (F1k14)  Center console switch group (S21)  All Activity Module (AAM) (N10)	Check (F1k14)  23a ⇒ 1.0
Left front power window does not function.	Center console switch group (S21) Voltage supply  Left front power window switch (S21s1)  Left front power window motor (M10/3) (voltage supply)	23a ⇒ 4.0  23a ⇒ 5.0, 23a ⇒ 8.0
Manual Open/Close of left front power window does not function.	Center console switch group (S21) Voltage supply  Left front power window switch (S21s1)	23a ⇒ 4.0  23a ⇒ 5.0

<sup>1)</sup> Observe Preparation for Test, see 22.

Diagnosis – Complaint Related Diagnostic Chart (Power Windows)

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
One-touch opening (express opening) of left front power window does not function.	LF power window relay (F1k18)  Center console switch group (S21) Voltage supply  Left front power window switch (S21s1)  All Activity Module (AAM) (N10)	23a ⇒ 7.0  23a ⇒ 4.0  23a ⇒ 6.0
Right front power window does not function.	Center console switch group (S21) Voltage supply  Right front power window switch (S21s2)  Right front power window motor (M10/4) (voltage supply)	23a ⇒ 9.0  23a ⇒ 10.0  23a ⇒ 13.0
Manual Open/Close of right front power window does not function.	Center console switch group (S21) Voltage supply  Right front power window switch (S21s2)	23a ⇒ 9.0  23a ⇒ 10.0

1) Observe Preparation for Test, see 22.

Diagnosis – Complaint Related Diagnostic Chart (Power Windows)

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
One-touch opening (express opening) of right front power window does not function.	RF power window relay (F1k16)  Center console switch group (S21) Voltage supply  Right front power window switch (S21s2)  All Activity Module (AAM) (N10)	23a ⇒ 12.0  23a ⇒ 9.0  23a ⇒ 11.0
Manual Open/Close of left rear power window does not function.	Center console switch group (S21) Voltage supply  Left rear power window switch (S21s3)  Left rear power window switch (S21/15s1) (rear center console)  Left rear power window motor (M10/5)	23a ⇒ 14.0  23a ⇒ 15.0  23a ⇒ 16.0  23a ⇒ 17.0
Manual Open/Close of left rear power window via left rear power window switch (S21/15s1) (rear center console) does not function.	Rear power windows safety switch (S21s5)  Left rear power window switch (S21/15s1) (rear center console)	23a ⇒ 22.0 23a ⇒ 16.0

1) Observe Preparation for Test, see 22.

Diagnosis – Complaint Related Diagnostic Chart (Power Windows)

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
Manual Open/Close of right rear power window does not function.	Center console switch group (S21) Voltage supply  Right rear power window switch (S21s4)  Right rear power window switch (S21/15s2) (rear center console)  Right rear power window motor (M10/6)	23a ⇒ 18.0  23a ⇒ 19.0  23a ⇒ 20.0  23a ⇒ 21.0
Manual Open/Close of right rear power window via right rear power window switch (s21/15s2) (rear center console) does not function.	Rear power windows safety switch (S21s5)  Right rear power window switch (s21/15s2) (rear center console)	23a ⇒ 22.0 23a ⇒ 20.0

1) Observe Preparation for Test, see 22.

### Diagnosis – Complaint Related Diagnostic Chart (Rear Power Vent Windows)

**Preparation for Test:**

1. Fuses OK.
2. Battery voltage 11 to 14 V
3. Convenience Feature (CF) is functional.

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
Left/right rear power vent windows do not function.	Wiring.	
Left rear power vent window does not function.	Left rear power vent window switch (S21/13) Left rear power vent window motor (M21/8)	23b ⇒ 1.0, 23b ⇒ 2.0
Right rear power vent window does not function.	Right rear power vent window switch (S21/14) Right rear power vent window motor (M21/9)	23b ⇒ 3.0, 23b ⇒ 4.0

<sup>1)</sup> Observe Preparation for Test, see 22.

### Diagnosis – Complaint Related Diagnostic Chart (Sliding/Pop-Up Roof)

**Preparation for Test:**

1. See 21

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
Sliding/pop-up roof does not function at all.	Sliding/pop-up roof switch (S13/2) Voltage supply  Sliding/pop-up roof drive assembly (M12) Voltage supply - electronic evaluation	23c ⇒ 1.0, 23c ⇒ 2.0
Sliding/pop-up roof functions in pop-up mode only.	Sliding/pop-up roof has lost initialization.	Perform Initialization again, see Introduction Manual.
Sliding/pop-up roof does not close.	Sliding/pop-up roof switch (S13/2)  Sliding/pop-up roof drive assembly (M12) Voltage supply - electronic evaluation	23c ⇒ 5.0

<sup>1)</sup> Observe Preparation for Test, see 22.

### Diagnosis – Complaint Related Diagnostic Chart (Sliding/Pop-Up Roof)

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
Pop-up roof does not function (open).	Sliding/pop-up roof switch (S13/2)  Sliding/pop-up roof drive assembly (M12) Voltage supply - electronic evaluation	23c ⇒ 3.0
Sliding/pop-up roof does not open.	Sliding/pop-up roof switch (S13/2)  Sliding/pop-up roof drive assembly (M12) Voltage supply - electronic evaluation	23c ⇒ 4.0

<sup>1)</sup> Observe Preparation for Test, see 22.

### Diagnosis – Complaint Related Diagnostic Chart (Electric sliding roof - Skyview Top)

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
Electric sliding roof does not function (open).	Sliding roof switch (S13/4)  Right sliding roof motor (M12/3)	23d ⇒ 1.0 23d ⇒ 2.0 23d ⇒ 3.0
Electric sliding roof stuck/opens slowly	Left sliding roof motor (M12/4)	23d ⇒ 4.0
Electric sliding roof moves only forward closing direction	Sliding roof has lost initialization  Sliding roof switch (S13/4)  Right sliding roof motor (M12/3) Voltage supply - electronic evaluation	Perform Initialization again, see Instruction manual 23d ⇒ 1.0 23d ⇒ 2.0

<sup>1)</sup> Observe Preparation for Test, see 22.