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## Garage door opener cannot be programmed or the range is too short

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Topic number	LI68.05-P-049515
Version	5
Design group	68.05 Garage door opener
Date	02-12-2013
Validity	Models 164, 166, 172, 204, 207, 212, 216, 218, 221, 251 with code 231 or 232
Reason for change	Changed step 12 in remedy to include unsticking mirror buttons if there is no damage. Added complaint point
Reason for block	

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### Complaint:

- Garage door hand transmitter cannot be initialized with the integrated garage door opener (in the inside rearview mirror) (see points 1 to 10).
- Range of integrated garage door opener too short (see points 11 to 13).
- Integrated garage door opener loses programming settings
- Garage door opener button(s) in rearview mirror stuck in housing (possibly in conjunction with the complaint of the buttons not functioning as a result of them being stuck in the housing)

### Cause:

1. Integrated garage door opener is already preprogrammed
2. Garage door drive is not compatible with vehicle system
3. Garage door drive uses variable code system
4. Distance when initializing handheld remote control with integrated garage door opener is too small/too large, or programming time is terminated too soon.
5. Timeout time of hand transmitter exceeded (switches off after only 10 to 20 s). However, the garage door opener needs up to 30 s to learn the code.
6. Timeout time of integrated garage door opener exceed (switches off after approx. 60 s)
7. The battery/batteries of the garage door hand transmitter is/are too weak
8. The integrated garage door opener has not learned the programming settings correctly as part of the signal was not registered
9. On vehicles with infrared windows, openers which use 390MHz have no range; however 300MHZ is OK on same vehicle. (Sears/Liftmaster openers used 390MHz up until 2005.)
10. The garage door hand transmitter is being tested outside the vehicle
11. The garage door hand transmitter is being aimed towards the garage door, but the vehicle is in a different position
12. Stuck buttons: If, when supplied with power, the integrated garage door opener detects that one of the 3 buttons is sticking, this button is deactivated. The other buttons/memory slots still function. The function may be restored when the button stops sticking. This results in the entry of fault code B226901.
13. Misuse protection activated: There is a LIN bus link to the driver-side SAM. If the integrated garage door opener receives an incorrect security code or none at all, the programming settings are erased. However, the country coding is preserved.

When the system starts up, the SAM transmits a substitute value which causes the integrated garage door opener to erase the programming settings.

### Remedy:

Note: The numbering of the remedy items relates to the respective numbering of the cause.

1. Before a hand transmitter can be initialized, a reset must be performed on the integrated garage door opener. To do this, press buttons 1 and 3 on the integrated garage door opener simultaneously and hold down for approx. 20 seconds until the LED flashes rapidly (see also vehicle owner's manual).
2. Order a universal receiver via the HomeLink hotline and install (see below for ordering details)
3. In the case of garage door drives with variable code system, synchronization with the garage door drive is also necessary after programming (see operating instructions for garage door drive).
4. Pay attention to the distance when programming; the distance varies between 5 cm and 30 cm depending on the system. Several programming attempts may be necessary; every attempted setting position should be maintained for at least 30 s. If programming was successful, this is indicated by the flashing of the LED on the integrated garage door opener.
5. Actuate the hand transmitter again. As soon as the LED on the hand transmitter goes out, release the button on the hand transmitter and press it again until the LED on the integrated garage door opener starts to flash rapidly
6. Change the position of the hand transmitter and then start programming again.
7. Replace battery/batteries of garage door hand transmitter
8. Perform the programming of the integrated garage door opener again. Repeat the process several times if necessary.
9. Replace battery/batteries of garage door hand transmitter
10. Perform a comparison test between the integrated garage door opener and the garage door hand transmitter under identical conditions (the garage door hand transmitter must be inside the vehicle). Perform the programming of the integrated garage door opener again. Repeat the process several times if necessary.
11. Usually only noticed by customers who have driven a predecessor model without infrared windows or have another vehicle without infrared windows in their vehicle fleet. This loss in transmission has technical reasons, i.e. a thin metal film is fitted in the windows. Replacing parts does not remedy the problem! Please note that, in the equipment codes, there is infrared glass for the windshield only (code 595) as well as all-round (code 596). The integrated garage door opener is often operated while the vehicle is still on the road. In this case the radio waves leave the vehicle through the cutout in the windshield only. The radio waves only spread out in the forward direction and miss the door. If the side windows do not have infrared glass, then the radio waves can exit the vehicle sideways too toward the garage door.
12. If buttons are only partially stuck within the mirror housing (see sticky\_buttons\_V2.JPG attachment), please carefully unstick the buttons and inform the customer that pressing very hard on the buttons is not necessary. If there is damage to the mirror buttons where unsticking the buttons will not help, replace garage door opener/inside rearview mirror.
13. Perform initial startup of the integrated garage door opener via Xentry Diagnostics.

To do this, select the LIN component "Garage door opener (A67n2)" below the driver-side SAM. There, under Adaptations -> Configuration -> Manual settings -> Security code, you will find the option to launch Automatic codings. The improved initial startup routine is available as of DVD 05/10 or DVD 03/10 with add-on 1412 or DVD 01/10 with add-on 1411.

If access via Xentry Diagnostics is not possible on vehicles (models 207, 212 or 204 with production date as of 01.12.2009) with code 231, please perform SCN coding of the driver-side SAM beforehand (see GI68.05- P-049152). If you have further questions relating to the garage door opener, its range, compatibility, programming of the region code, synchronization or ordering of a universal receiver, please visit the internet site:

<http://www.homelink.com>

or call the HomeLink hotline:

toll-free hotline EUROPE/RoW: (0)0 800 0466 35465

toll-free hotline USA: 1 800 355 3515

alternatively: +49 (0)6838 907 277 (calls will be charged)

Attachments	
File	Designation
sticky_buttons_V2.JPG	Picture of buttons partially stuck in the mirror housing due to pressing hard and "rolling" the buttons on the mirror.

Symptoms
Body / Interior equipment / Garage door opener / Cannot be programmed

Body / Interior equipment / Garage door opener / Nonfunctional
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Validity		
Vehicle	Engine	Transmission
164.822	*	*
164.824	*	*
164.825	*	*
164.828	*	*
164.871	*	*
164.886	*	*
169.006	*	*
169.007	*	*
169.008	*	*
169.031	*	*
169.032	*	*
169.033	*	*
169.034	*	*
169.306	*	*
169.307	*	*
169.308	*	*
169.331	*	*
169.332	*	*
169.333	*	*
169.334	*	*
204.000	*	*
204.001	*	*
204.002	*	*
204.003	*	*
204.006	*	*
204.007	*	*
204.008	*	*
204.022	*	*
204.023	*	*
204.025	*	*
204.031	*	*
204.041	*	*
204.044	*	*
204.045	*	*
204.046	*	*
204.047	*	*
204.048	*	*

204.049	*	*
204.052	*	*
204.054	*	*
204.055	*	*
204.056	*	*
204.057	*	*
204.065	*	*
204.077	*	*
204.080	*	*
204.081	*	*
204.082	*	*
204.085	*	*
204.087	*	*
204.088	*	*
204.089	*	*
204.092	*	*
204.200	*	*
204.201	*	*
204.202	*	*
204.203	*	*
204.207	*	*
204.208	*	*
204.222	*	*
204.223	*	*
204.225	*	*
204.231	*	*
204.241	*	*
204.245	*	*
204.246	*	*
204.247	*	*
204.248	*	*
204.249	*	*
204.252	*	*
204.254	*	*
204.256	*	*
204.257	*	*
204.277	*	*
204.282	*	*
204.289	*	*
204.292	*	*
204.302	*	*
204.303	*	*
204.331	*	*

204.347	*	*
204.349	*	*
204.357	*	*
204.377	*	*
204.388	*	*
207.302	*	*
207.303	*	*
207.322	*	*
207.323	*	*
207.347	*	*
207.348	*	*
207.355	*	*
207.356	*	*
207.357	*	*
207.359	*	*
207.372	*	*
207.373	*	*
207.388	*	*
207.402	*	*
207.403	*	*
207.422	*	*
207.423	*	*
207.447	*	*
207.448	*	*
207.455	*	*
207.456	*	*
207.457	*	*
207.459	*	*
207.472	*	*
207.473	*	*
212.002	*	*
212.003	*	*
212.005	*	*
212.020	*	*
212.021	*	*
212.023	*	*
212.024	*	*
212.025	*	*
212.041	*	*
212.047	*	*
212.048	*	*
212.052	*	*
212.053	*	*

212.054	*	*
212.055	*	*
212.056	*	*
212.057	*	*
212.059	*	*
212.072	*	*
212.073	*	*
212.074	*	*
212.077	*	*
212.080	*	*
212.082	*	*
212.087	*	*
212.088	*	*
212.089	*	*
212.090	*	*
212.091	*	*
212.093	*	*
212.095	*	*
212.098	*	*
212.147	*	*
212.148	*	*
212.154	*	*
212.202	*	*
212.203	*	*
212.205	*	*
212.220	*	*
212.221	*	*
212.223	*	*
212.224	*	*
212.225	*	*
212.247	*	*
212.248	*	*
212.254	*	*
212.255	*	*
212.256	*	*
212.257	*	*
212.259	*	*
212.272	*	*
212.273	*	*
212.274	*	*
212.277	*	*
212.280	*	*
212.282	*	*

212.287	*	*
212.288	*	*
212.289	*	*
212.291	*	*
212.293	*	*
212.298	*	*
216.371	*	*
216.376	*	*
216.377	*	*
216.379	*	*
216.386	*	*
218.303	*	*
218.323	*	*
218.355	*	*
218.359	*	*
218.373	*	*
218.374	*	*
218.391	*	*
218.393	*	*
221.022	*	*
221.028	*	*
221.054	*	*
221.056	*	*
221.070	*	*
221.071	*	*
221.077	*	*
221.080	*	*
221.084	*	*
221.086	*	*
221.087	*	*
221.095	*	*
221.122	*	*
221.128	*	*
221.154	*	*
221.156	*	*
221.170	*	*
221.171	*	*
221.176	*	*
221.177	*	*
221.179	*	*
221.180	*	*
221.184	*	*
221.186	*	*

221.187	*	*
221.195	*	*
251.020	*	*
251.022	*	*
251.026	*	*
251.054	*	*
251.056	*	*
251.065	*	*
251.072	*	*
251.075	*	*
251.077	*	*
251.122	*	*
251.124	*	*
251.125	*	*
251.126	*	*
251.154	*	*
251.156	*	*
251.165	*	*
251.172	*	*
251.175	*	*
251.177	*	*
463.202	*	*
463.204	*	*
463.206	*	*
463.207	*	*
463.208	*	*
463.209	*	*
463.215	*	*
463.218	*	*
463.220	*	*
463.221	*	*
463.222	*	*
463.224	*	*
463.225	*	*
463.227	*	*
463.228	*	*
463.230	*	*
463.231	*	*
463.232	*	*
463.233	*	*
463.235	*	*
463.236	*	*
463.237	*	*

463.238	*	*
463.240	*	*
463.241	*	*
463.243	*	*
463.244	*	*
463.245	*	*
463.246	*	*
463.247	*	*
463.248	*	*
463.249	*	*
463.250	*	*
463.254	*	*
463.270	*	*
463.271	*	*
463.300	*	*
463.303	*	*
463.304	*	*
463.307	*	*
463.308	*	*
463.309	*	*
463.315	*	*
463.318	*	*
463.320	*	*
463.321	*	*
463.322	*	*
463.323	*	*
463.324	*	*
463.325	*	*
463.327	*	*
463.328	*	*
463.330	*	*
463.331	*	*
463.332	*	*
463.333	*	*
463.335	*	*
463.338	*	*
463.340	*	*
463.341	*	*
A (168)	*	*
B (245)	*	*
C (202)	*	*
C (203)	*	*
CL (140)	*	*

CL (215)	*	*
CLK (208)	*	*
CLK (209)	*	*
CLS (219)	*	*
E (210)	*	*
E (211)	*	*
M (163)	*	*
M (164)	*	*
M (166)	*	*
S (126)	*	*
S (140)	*	*
S (220)	*	*
SL (107)	*	*
SL (129)	*	*
SL (230)	*	*
SLK (170)	*	*
SLK (171)	*	*
SLK (172)	*	*

Attachments

sticky\_buttons\_V2.JPG:

