



Mercedes-Benz

The best or nothing.

**star bulletin**



Date: April 2, 2013  
Order No.: S-B-80.61/61a  
Supersedes: S-B-80.61/61, March 2013  
Group: 80

*Revision a: Updated with notes indicating key information required.*

**SUBJECT: All Model Vehicles with Keys that have One Battery  
Instrument Cluster Message "Replace Key Battery"**

**Customer Complaint:** The message "Replace Key Battery" is displayed. Key battery life is perceived by the customer as being too short.

**Condition/Background:** Product Technical Support is requesting specific data in order to further evaluate the technical aspects of this complaint.

**Action:** Please open a PTSS case and include the following information in the case (scenario 1 & 2 below requires you to open and close the case with no interaction from DTS):

**Note:** If you have Excel, fill out the excel sheet in STAR TekInfo under DTS -> KG Key Battery Test Sheet and attach to case. If you attach the excel sheet to the case, then you do not have to re-enter the information indicated below in the case.

Required Case Information **per incoming** complaint associated Key:

- Key Number - Indicate key number (check via SDS)
- Key Date Code - Date code of the (last 4 digits on barrel)
- Brand - The brand of the battery (Duracel, Panasonic, etc.)
- Tensioned - Does service history indicate previously tensioned contacts?
- Enhanced - Does service history indicate previously cleaned/enhanced contacts?
- Battery Voltage - Measured voltage of battery currently in the key

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Optional Case Information:

- Driving Frequency - How many times a day, on average, does the customer get in and out of their vehicle? Do they get in and out 20 times, 2 times, 8 times?
- Ride length - What is the average drive length per drive cycle? This is important because the KG system pings the keys every 5km for 20km - for a total of 5 times per drive cycle max.
- Driving habits - Where does the customer keep their key when driving?
- Parking Habits - Where does the customer park their car? Do they lock it? Do they keep the key in the vehicle overnight?

When creating the case, please use the symptom string *>Overall vehicle>Safety and locking system>Locks/locking/Remote closing mechanism>Discharged battery.*

After creating a case, please proceed according to the following applicable scenario:

**Scenario 1** – The key battery has never been replaced.

Please perform the following actions:

- Tension the battery contacts (both center and side)
- Clean the contacts using contact cleaner A 008 989 55 71 (both center and side)
- Replace the battery with Mercedes-Benz part number A 000 828 03 88
- Measure voltage of replacement key battery

Scenario 1 case closure – indicate the following **per outgoing** complaint associated key:

- Key number
- Key battery was replaced
- Brand of replacement battery
- Contacts tensioned and cleaned
- Measured voltage of replacement key battery

**Note:** Cases submitted without incoming **and** outgoing key information, per key claimed, will have their corresponding warranty claims denied.

**Scenario 2** – Repeat complaint for this particular key number, key battery has been previously replaced and any of the following were not completed (according to service history):

- Tension the battery contacts (both center and side)
- Clean the contacts using contact cleaner A008 989 55 71 (both center and side)
- Installation of Mercedes-Benz sourced battery (part number A 000 828 03 88)

Please perform the following actions:

- Replace the battery with Mercedes-Benz part number A 000 828 03 88
- Tension the battery contacts (both center and side)
- Clean the contacts using contact cleaner A 008 989 55 71 (both center and side)
- Measure voltage of replacement key battery

Scenario 2 case closure – indicate the following **per outgoing** complaint associated key:

- Key number
- Key battery was replaced
- Contacts tensioned and cleaned
- Brand of replacement battery
- Measured voltage of replacement battery

**Note:** Cases submitted without incoming **and** outgoing key information, per key claimed, will have their corresponding warranty claims denied..

**Scenario 3** – Repeat complaint for this particular key number, key battery has been previously replaced and all of the following were completed (according to service history):

- Tension the battery contact
- Clean the contacts using contact cleaner A008 989 55 71
- Installation of Mercedes-Benz sourced battery (part number A 000 828 03 88)

Please perform the following actions:

- Open DTS case and follow the instructions received from Dealer Technical Support..

Scenario 3 case closure – indicate the following **per outgoing** key.

- Key number
- Key battery or key was replaced
- Contacts tensioned and cleaned
- Brand of replacement battery or brand of battery in replacement key
- Measured voltage of replacement battery or battery in replacement key

**Note:** Cases submitted without incoming **and** outgoing key information, per key claimed, will have their corresponding warranty claims denied.

Parts Information		A	B	C
Qty.	Part Name	%	%	
1	Battery Unit			A 000 828 03 88

**In Case of Warranty**

Operation: Short test perform (54-1011)  
 Analysis form, fill out (02-3472)  
 Transmitter key batteries replace (after check) (80-2711 or 20-2611)

Damage Code	Operation Number	Time (hrs.)
80602 73	54-1011	0.2
	02-3472	0.2
	80-2711 or 80-2611	0.1

**Note:**

Operation Number labor times are subject to change

# Key Battery Information Form (1 Sheet per complaint Key)

**VIN** - \_\_\_\_\_

**Mileage** - \_\_\_\_\_

## INCOMING KEY

**Key Number via SDS** - \_\_\_\_\_

**Key Date Code** - \_\_\_\_\_  
(last 4 digits on barrel)

**Battery Brand** - \_\_\_\_\_

**Tensioned** - \_\_\_\_\_  
(Y/N)

**Enhanced** - \_\_\_\_\_  
(Y/N)

**Voltage** - \_\_\_\_\_  
(2 decimal places - e.g. 3.09V)

## OUTGOING KEY

**Key Number via SDS** - \_\_\_\_\_

**Battery or Key replaced?** - \_\_\_\_\_

**Key Date Code** - \_\_\_\_\_  
(last 4 digits on barrel)

**Battery Brand** - \_\_\_\_\_

**Tensioned** - \_\_\_\_\_  
(Y/N)

**Enhanced** - \_\_\_\_\_  
(Y/N)

**Voltage** - \_\_\_\_\_  
(2 decimal places - e.g. 3.09V)