

Message in instrument cluster "DISTRONIC PLUS- Currently Unavailable - See Owner's Manual"

Topic number	GI88.40-P-057430
Version	1
Design group	88.40 Engine hood, front flap
Date	01-29-2014
Validity	All vehicles with DISTRONIC (code 219) or DISTRONIC PLUS (code 233/239)
Reason for change	
Reason for block	

Complaint:

Message in instrument cluster "DISTRONIC PLUS Currently Unavailable - See Owner's Manual" and "PRE-SAFE Functions Currently Restricted - See Owner's Manual".

Note: The cause and remedy described below apply only if the following conditions are met:

- The complaint was not caused by fouling of the cover plate or of the DISTRONIC sensor, by the accumulation of snow or ice, or by objects (e.g. detachable parts) obstructing the path of the radar beam. Also refer to the notes in WIS, XENTRY Diagnostics and the owner's manual. In case of doubt, ask the customer about the driving situation and weather conditions at the time the problem occurred.
- The complaint is not reproducible at the present time.
- At least one of the following fault codes is logged in the DISTRONIC control unit: 69E000, 69E200, C163AFA, C163AFB, C222D00, C22CD00.
- At the time of diagnosis the fault codes are only stored, not current and stored.
- The guided test for the stored fault code in XENTRY Diagnostics refers to this TIPS document.

Cause:

Moisture ingress into the DISTRONIC cover plate due to damage or defects/cracks in the welding.

The DISTRONIC cover plate consists of several layers of plastic welded together. If water enters the weld due to a crack or defect, this can result in a high dampening effect on the radar beams, causing the complaint described above.

Remedy:

Test procedure:

1. Erase fault memory of DISTRONIC control unit.
2. Remove DISTRONIC cover plate and immerse in a receptacle of soapy water (washing-up liquid, neutral soap).
3. Leave cover plate immersed in soapy water for at least 6 hours.
4. Remove cover plate from soapy water, dry externally, immediately install in the vehicle and immediately perform a test drive with activation of DISTRONIC.

If the above fault message appears in the instrument cluster during the test drive while DISTRONIC is operating, and then one or more of the above fault codes is logged again in the DISTRONIC control unit, then the DISTRONIC cover plate must be replaced.

Symptoms

Communication/information / Warning and control system / Distronic / Distronic display / Function error

Control unit/fault code		
Control unit	Fault code	Fault text
DTR - DISTRONIC (A89) (ARS310) (GLK (204),C (204),SLK (172),E (212),SL (231),CLS (218),M (166),E (207),GL (166))	69E000	The control unit 'DISTRONIC' is blocked by dirt or by a foreign object.
DTR-Distronic (DTR3) (CL (216),M (164),R (251),GL (164),S (221))	69E200	Event:Component 'A89 (DTR controller unit)' is blocked because of soiling or a foreign body.
DTR - DISTRONIC (A89) (DTR212) (GLK (204),C (204),SLK (172),E (212),SL (231),CLS (218),M (166),E (207),GL (166))	C163AFA	The control unit 'DISTRONIC' is blocked by dirt or by a foreign object. _
DTR - DISTRONIC (A89) (DTR212) (GLK (204),C (204),SLK (172),E (212),SL (231),CLS (218),M (166),E (207),GL (166))	C163AFB	The control unit 'DISTRONIC' is blocked by dirt or by a foreign object. _
DTR - DISTRONIC (A89) (LRR3) (CLA (117),A (176),B (242, 246))	C22CD00	The control unit 'DISTRONIC' is blocked by dirt or by a foreign object.
DTR-Distronic (DTR3) (CL (216),M (164),R (251),GL (164),S (221))	69E000	Event:Component 'A89 (DTR controller unit)' is blocked because of soiling or a foreign body.
DTR - DISTRONIC (A89) (ARS310) (GLK (204),C (204),SLK (172),E (212),SL (231),CLS (218),M (166),E (207),GL (166))	69E200	The control unit 'DISTRONIC' is blocked by dirt or by a foreign object.
DTR - DISTRONIC (A89) (LRR3) (CLA (117),A (176),B (242, 246))	C222D00	The control unit 'DISTRONIC' is blocked by dirt or by a foreign object.

Parts							
Part number	ES1	ES2	Designation	Quantity	Note	EPC	Other make part
A 000 000 00 00			Determine the required replacement part from EPC	1	Only necessary if the result of the test indicates replacement of the DISTRONIC cover plate.	X	

Work units				
Op. no.	Operation text	Time	Damage code	Note

88-3491	REPLACE FRONT MERCEDES STAR		88150 80	For vehicles with central star in radiator grille
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WIS-References			
Document number	Title	Note	Allocation
AR88.40-P-4050NKB	Remove/install Mercedes star		Remedy

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
B (242, 246)	*	*
C (204)	*	*
CL (216)	*	*
CLA (117)	*	*
CLK (209)	*	*
CLS (218)	*	*
CLS (219)	*	*
E (207)	*	*
E (211)	*	*
E (212)	*	*
GL (164)	*	*
GL (166)	*	*
GLK (204)	*	*
M (164)	*	*
M (166)	*	*
R (251)	*	*
S (221)	*	*
S (222)	*	*
SL (230)	*	*
SL (231)	*	*
SLK (172)	*	*