

## PreConditioning inoperative

Topic number	LI54.21-P-058620
Version	1
Design group	54.21 Control modules/modules
Date	03-07-2014
Validity	451ev3 (smart electric drive 3rd generation) as of VIN end number: 733274 451ev3 (smart electric drive 3rd generation) with workshop visit after August 2013
Reason for change	Remedy updated
Reason for block	

### Complaint:

PreConditioning of the vehicle via the Vehicle Homepage or the instrument cluster does not function or is restricted.

### Cause:

In vehicles with software release VC9D2 there is a software bug which, especially when departure times are programmed at short notice, causes PreConditioning to start with a delay or not at all.

Vehicles as of VIN end number 733274 are flashed with VC9D2 ex factory. For VINs prior to this, VC9D2 may also have been installed in individual cases during a previous workshop visit after August 2013.

### Remedy:

The table in the attachment will help you to identify which software release is installed in the vehicle.

If VC9D2 is installed, an update to VC9D3 must be performed.

The basic requirement is at least DVD01/2011 with all available add-ons on the diagnostic unit used.

Attachments	
File	Designation
Liste SW-Stände.pdf	Software SNR for VC9D2 and VC9D3

Symptoms
Body / Air conditioning / Stationary heater/auxiliary heater / Nonfunctional
Body / Air conditioning / Stationary heater/auxiliary heater / Insufficient heat output
Body / Air conditioning / Stationary heater/auxiliary heater / Blower does not run
Body / Air conditioning / Heater / Remains cold
Body / Air conditioning / Heater / Insufficient heat output
Body / Air conditioning / Air conditioning / Insufficient cooling output
Body / Air conditioning / Stationary heater/auxiliary heater / Does not start
Overall vehicle / Networking / Gateway communication / Malfunction

Work units				
Op. no.	Operation text	Time	Damage code	Note
54-0991	SOFTWARE UPDATE	03 AW	5451X 90	

Validity		
Vehicle	Engine	Transmission
451.390	*	*
451.392	*	*
451.490	*	*
451.492	*	*