

Malfunctions of various control units and/or on-board power supply problems caused by water in the control unit tray under the driver/front passenger seat (dislocated, pinched or leaking condensation hose)

Topic number	LI83.00-P-052510
Version	5
Design group	83.00 General
Date	05-23-2017
Validity	All vehicles with 2 condensation drain hoses
Reason for change	Validity adjusted. Invalid BR deleted
Reason for block	

Complaint:

Water that enters into the control unit tray under the driver/front passenger seat can damage the local control units, complaints may be received about the functions associated with these control units.

Complaints with the on-board power supply voltage may also occur.

Cause:

Possible cause: The condensation hose (right/left) on the A/C housing may either be dislocated, pinched/crushed (water collects in A/C housing) or leaking, resulting in water entering the interior.

Remedy:

If the condensation hose (right/left) is dislocated, push it all the way back onto the outlet fitting of the A/C housing and check for tight seating by pulling gently. If necessary, use a cable tie to additionally fix the condensation hose in place. Never use soapy water or silicone spray to install.

If the condensation hose (right/left) is pinched/crushed, it can be checked for free passage as follows:

1. Use the operating unit to set to maximum cooling on both sides.
2. On the vehicle underside, check whether water emerges from the condensation water drains. If no water emerges, the hose is blocked. In this case, reposition the hose correctly to ensure free passage or replace the hose if it is damaged.

Invoice the damage with reference to the appropriate damage code.

Symptoms
Communication/information / Entertainment / Radio / Cuts out intermittently
Communication/information / Entertainment / Audio/Sound / Tone setting malfunction
Communication/information / Entertainment / Audio/Sound / Volume adjustment function error
Communication/information / Entertainment / Audio/Sound / Speakers emit no sound
Communication/information / Entertainment / Audio/Sound / Speakers emit interference noise

XENTRY TIPS

Communication/information / Entertainment / Audio/Sound / Poor audio quality
Communication/information / Entertainment / Audio/Sound / Several speakers are nonfunctional
Communication/information / Entertainment / Radio / No audio
Communication/information / Entertainment / Radio / Bad sound quality
Communication/information / Entertainment / Audio/Sound / Misfire
Overall vehicle / Lighting / Exterior lights / Driving lights / Low beams / Function / Nonfunctional
Overall vehicle / Lighting / Exterior lights / Driving lights / Headlamp range adjustment / Nonfunctional
Power generation / Engine management / Engine start/stop / Does not start

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			83E01 38	Left condensation drain hose loose
			83T01 38	Right condensation drain hose loose
			83E01 C6	Left condensation drain hose kinked
			83T01 C6	Right condensation drain hose kinked
			83E01 04	Left condensation drain hose leaking
			83T01 04	Right condensation drain hose leaking