

XENTRY TIPS

Battery discharged, vehicle does not start - Event code U116000 "A bus keepawake control unit has been detected" is stored in quick test

Topic number	LI54.10-P-064762
Version	6
Function group	54.10 Battery, power supply, voltage converter
Date	08-08-2017
Validity	Model series 213
Reason for change	Cause and remedy revised
Reason for block	

Complaint:

Battery discharged, vehicle does not start

Event code U116000 "A bus keepawake control unit has been detected" is stored in quick test (EZS (N73))

Cause:

The bus keepawake control units are shown in the EZS control unit log under "Note to gateway event code" and are visible as of Xentry Release 7.

Possible causes.

1. The EZS control unit (N73) crashes. Event code: FF-FFFFFF

This causes the CAN BUS to be kept awake. A reset by the (internal) battery disconnect switch is not effective.

2. The KEYLESS-GO control unit (N69/5) crashes. Event code: 20-040000

This causes the CAN BUS to be kept awake. A reset by the (internal) battery disconnect switch is not effective.

3. Customer had activated the hazard warning lights for longer than 15 min. Event code: 09-100000

During hazard warning lights "ON", all CAN BUS systems are awake and active. Required current approx. 20 Ah.

4. If the vehicle is not exhibiting symptoms described above please open a PTSS case. Include documentation described in Remedy 4 below.

Remedy:

1. Event code: FF-FFFFFF

Up to production date 01.02.2017; up to FIN ...A2086618

--> Flash EZS

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Invoice to damage code 8000N-90

2. Event code: 20-040000

Up to production date 17.05.2017;

--> Flash Key-Go control unit (N69/5) with new SW (min. A213 902 17 12).

Invoice to damage code 82190-90

3. Event code: 09-100000

This is not a vehicle fault. Change the battery and return the vehicle to the customer.

4. If vehicle does not match symptoms described in Causes 1 through 3 then create a PTSS case with the following information and documentation (below) attached to the case.

The following information is required for the analysis:

(1) Control unit event log of electronic ignition lock EZS (N73)

(2) Control unit event log of SAM-F (N10/6)

(3) Up-to-date no-load current measurement

(4) Initial Quick Test

Discuss the following questions with the customer:

(1) Were there any messages in the instrument cluster?

(2) Did this behavior occur once only, or has it occurred before? If so, when (approximately)?

(3) Was the vehicle parked in a particular location or with high traffic levels?

(4) Has the vehicle been modified or are there any installations in the vehicle?

Symptoms
Overall vehicle / Power supply / Battery/On-board electrical system / Battery function / Battery discharges
Overall vehicle / Power supply / Quiescent current/consumer shutoff / Does not switch off
Overall vehicle / Power supply / Battery/On-board electrical system / Battery/on-board electrical system display message / Low voltage Charge battery

Control unit/fault code		
Control unit	Fault code	Fault text
N10/6 - Front signal acquisition and actuation module (Driver-side SAM) (BC_F213)	-	-
N73 - Electronic ignition lock (EZS) (EZS213)	U116000	A bus keepawake unit was detected. _

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Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-1135	Charge battery			
		5 AW	8000N 90	Flash EZS control unit N73
		5 AW	82190 90	Flash Key-Go control unit N69/5