

Fault message in instrument cluster "Additional Battery - Service Required" - FC B11C11B

Topic number	LI54.10-P-058943
Version	8
Design group	54.10 Battery, power supply, voltage converter
Date	06-16-2017
Validity	W166 with SA code B03 ECO start/stop up to VIN end no. A486472 X166 with SA code B03 ECO start/stop up to VIN end no. A486532 BR463 with SA code MJ7 ECO start/stop as of XZ2 (Model year 2013) up to VIN end no. X228261 CKD production 166 with SA code B08 ECO start/stop up to VIN end no. L/M006481
Reason for change	A0009829308 and A0009829608 are technically equivalent.
Reason for block	

Complaint:

Fault message in instrument cluster "Additional Battery - Service Required"

Cause:

Electrical fault in ECO start/stop function additional battery

Remedy:

If the SAM (N10) contains the fault code "B11C11B - The additional battery has a malfunction. The limit value for the resistance is exceeded", then the ECO start/stop backup battery must be replaced.

In this special case, the Midtronics test must not be performed because the Midtronics test result cannot indicate the cause of the fault.

This case is an absolute special case with these specific vehicles and is only to be handled with this fault code with regard to the Midtronics test; it is not applicable to other damage profiles or other vehicles. The WMR/EWMR article 04-02-020 continues to apply for all other damage types and vehicles.

The initial quick test log with corresponding fault code is to be filed in a tamperproof manner, and the fault code must be noted in the message field of the warranty claim.

Note: If, in the vehicles defined here, a problem arises with the ECO start/stop function additional battery with the part number A0009829308 or A0009829608 currently in use, then the WMR/EWMR article 04-02-020 applies without qualification and therefore a Midtronics test is absolutely essential!

Symptoms
Power generation / Engine management / Engine start/stop / Does not start
Power generation / Engine management / Engine start/stop / No automatic engine start

XENTRY TIPS

Power generation / Engine management / Engine start/stop / Engine does not turn off

Control unit/fault code

Control unit	Fault code	Fault text
N10 - Signal acquisition and actuation module (SAM) (CBC)	B11C11B	The additional battery has a malfunction. The limit value for resistance has been exceeded.

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 000 982 96 08			Backup battery	1		X
A 000 982 93 08			Backup battery	1		X

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
54-1011	PERFORM QUICK TEST		54027 73	
54-1138	REMOVE/INSTALL ADDITIONAL BATTERY FOR ECO START/STOP FUNCTION		54027 73	
54-1150	REPLACE BATTERY (BATTERY REMOVED)		54027 73	

Validity

Vehicle	Engine	Transmission
G (463) - 463.272	*	*
G (463) - 463.273	*	*
G (463) - 463.274	*	*
GL/GLS (166) - 166.823	*	*
GL/GLS (166) - 166.824	*	*
GL/GLS (166) - 166.856	*	*
GL/GLS (166) - 166.864	*	*
GL/GLS (166) - 166.872	*	*
GL/GLS (166) - 166.873	*	*
GL/GLS (166) - 166.874	*	*
M/GLE (166) - 166.003	*	*
M/GLE (166) - 166.004	*	*
M/GLE (166) - 166.023	*	*
M/GLE (166) - 166.024	*	*
M/GLE (166) - 166.055	*	*
M/GLE (166) - 166.056	*	*

XENTRY TIPS

M/GLE (166) - 166.057	*	*
M/GLE (166) - 166.058	*	*
M/GLE (166) - 166.062	*	*
M/GLE (166) - 166.073	*	*
M/GLE (166) - 166.074	*	*