

Smart 453 Ph4 Electric Drive - Information on operational strategy

Topic number	LI00.01-P-066771
Version	1
Design group	00.01 User information
Date	07-18-2017
Validity	smart (Ph4) electric drive
Reason for change	
Reason for block	

Complaint:

Pre-entry climate control nonfunctional

- The programmed pre-entry climate control time is lost following loss of power (power supply). The pre-entry climate control no longer starts and must be reprogrammed.
- If the 12 Volt battery is being charged by the internal DC/DC converter while the pre-entry climate control time is queried, this can result in the pre-entry climate control failing to start.

HV battery is not being charged

- If following a driving cycle and connection of the charging cable, the vehicle is not locked and CAN bus idle occurs, the charging process does not start.

Instrument cluster display implausible

- In the 'Pre-entry climate control and charging' display, the charge level (SOC) shown at the 'point of full charging' is too low.
- If the vehicle is driven with a very low charge level (SOC), it may happen that the IC message 'Do not tow' appears.
In this case, the fault message can be ignored; towing of the vehicle is permitted.

XENTRY Diagnosis

- It may happen that the FIN is not shown or is incorrectly shown in control units.

Cause:

Changes to operational strategy.

Remedy:

Please do not perform any work. A remedy is being implemented.

Symptoms
Communication/information / Information display / Displays / Multifunction display / Multifunction display, error messages / Implausible messages despite properly functioning message systems
Communication/information / Information display / Displays / Multifunction display / Multifunction display, error messages / Due to faulty reporting system

XENTRY TIPS

Overall vehicle / Power supply / High-voltage on-board electrical system / High-voltage battery / Nonfunctional
Overall vehicle / Power supply / High-voltage on-board electrical system / High-voltage battery / Display message
Body / Air conditioning / Pre-entry climate control / Nonfunctional