

Vehicle does not start, battery discharged.

Topic number	LI54.10-P-066344
Version	4
Function group	54.10 Battery, power supply, voltage converter
Date	10-26-2017
Validity	BR166/ BR292
Reason for change	Remedy for Cause 1 available
Reason for block	

Complaint:

Vehicle does not start, battery discharged.

The on-board electrical system data indicates a high discharge in the engine-off cycle; "CAN bus awake unusually long", "Charge balance UNUSUAL"

Attachments	
File	Description
example_BUS_keep_aware.pdf	Example_BUS_keep_aware
Beispiel_Buswachhalter.pdf	Example_bus keepawake control unit

Cause:

To be able to assess whether a bus keepawake event caused the battery discharge, it is necessary to examine the stationary cycles. A constantly active CAN is identified by the text "Interior CAN awake unusually long" (see attachment). If this text is not displayed, the battery discharge has a different cause.

Cause 1:

IC (instrument cluster) is keeping the CAN bus awake. Vehicle battery is being discharged. Affects vehicles with Sales Codes 807 and 808 with production date up to July 2017

Fault code identification:

1. Affects vehicles with code 807 and 808 with production date up to July 2017
2. The on-board electrical system data indicates a high discharge in the engine-off cycle; "CAN bus awake unusually long", "Charge balance UNUSUAL"
3. The bus keepawake entry names the IC

Cause 2:

HERMES is keeping the CAN bus awake, only affects USA (code 494). Refer to LI82.85-P-066086

With code 362 (HERMES LTE communication module), code 522 (Audio 20) and code 807 (Model year 2017)

XENTRY TIPS

IMPORTANT:

If the vehicle does not match Cause 1 or 2 but the OBS data indicates a high discharge in the engine-off cycle; "CAN bus awake unusually long", "Charge balance UNUSUAL" please open a PTSS Case, see "Remedy" 3 below.

Remedy:

Remedy 1:

Flash instrument cluster

Software available as of XENTRY DVD 09

Damage code: 54201-54

Remedy 2:

Refer to LI82.85-P-066086

Damage code: 8209Z-90

"Remedy" 3:

If not identified in Cause 1 or 2, but the OBS data indicates a high discharge in the engine-off cycle; "CAN bus awake unusually long", "Charge balance UNUSUAL" please create a PTSS case with all the documents listed below and include in the case attachments.

Documents needed in case attachments:

1. Quick test
2. Control units event log for signal acquisition and actuation module (SAM)
3. Bus keepawake event detection (from EIS --> Actual values)
 - 3.1. Last bus keepawake entry
 - 3.2. Last-but-one bus keepawake entry
4. Up-to-date quiescent current measurement.

Symptoms
Overall vehicle / Power supply / Battery/On-board electrical system / Battery function / Battery discharges

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			54201 54	Instrument cluster - no-load current too high

XENTRY TIPS

			8209Z 90	Communication module for telematics service - software release
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Validity		
Vehicle	Engine	Transmission
GL/GLS (166)	*	*
GLE (292)	*	*
M/GLE (166)	*	*

Standzyklus: 1238km - 03.06.2014 17:19:00

Dateisatz
 << 5 >>

Übersicht

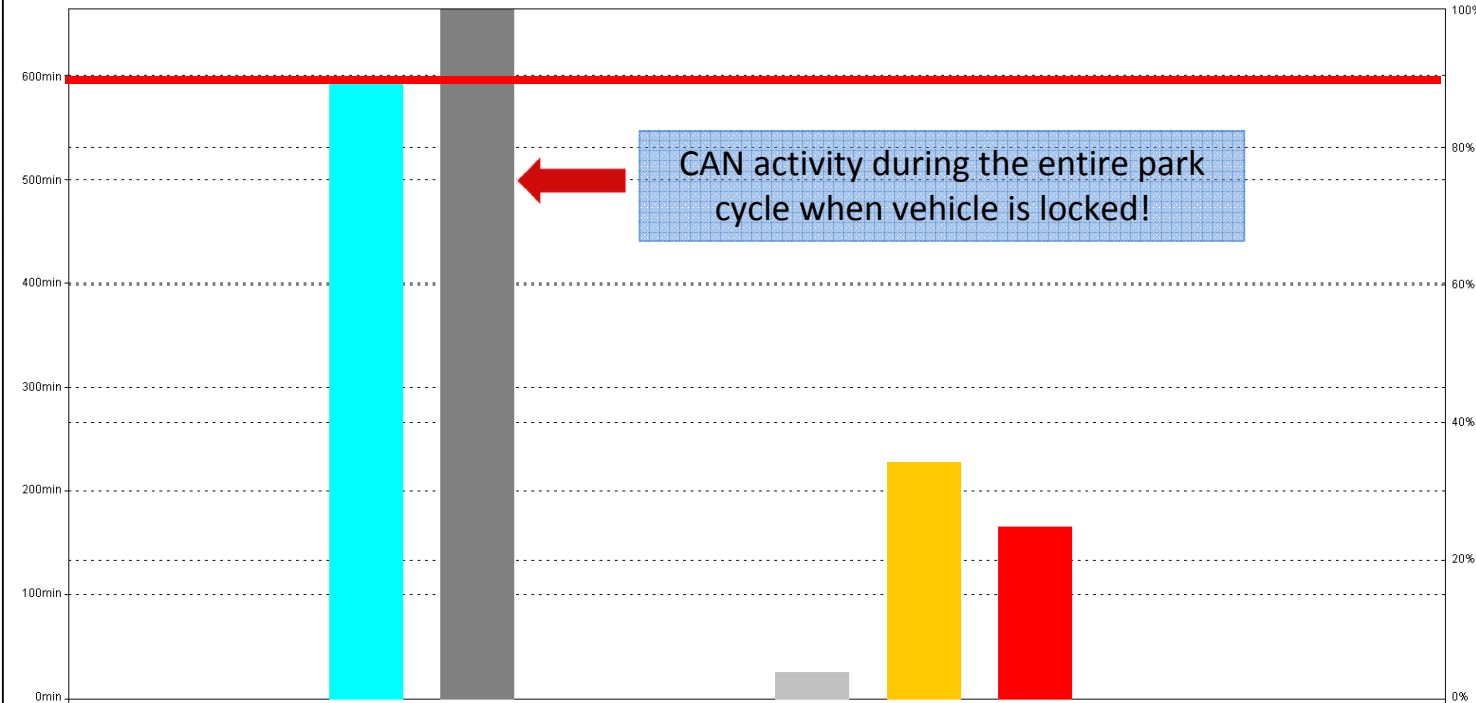
Standzyklus

Fahrzyklus

Gespeicherte Daten

Filter:

Auffällige Datensätze



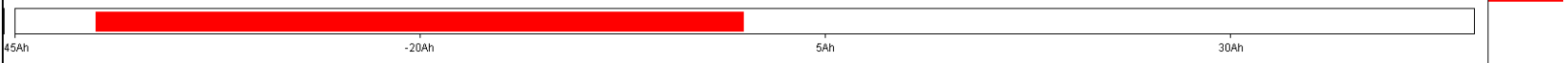
Gesamtwegstrecke:	1238km
Standzeit vor Motorstart:	664min
Ladebilanz:	-40Ah
Ruhestromwert bei Klemme 30g EIN:	-26.0000kA
Ruhestromwert bei Klemme 30g AUS:	-42.0000kA

Auffälligkeiten

Innenraum-CAN-Bus ungewöhnlich lang WACH

Ladebilanz AUFFÄLLIG

Interior CAN bus is awake unusually long. Charging balance suspicious.



BODY-CAN keeps awake – technical issue

