

## Garage door opener cannot be programmed

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Topic number	LI68.05-P-060306
Version	2
Function group	68.05 Garage door opener
Date	01-11-2018
Validity	204, 205 ,207, 212, 218, 166, 172, 231, 222, 217, 257, 213, 253, 238 with code 231 or 232
Reason for change	Validity extended to new model series
Reason for block	

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### Complaint:

The garage door hand transmitter cannot be initialized with the integrated garage door opener in the inside rearview mirror.

### Cause:

1. The integrated garage door opener (GTO) is not compatible with the opening system installed in the garage.
2. The garage door drive uses a rolling code system. In contrast to the fixed code system, the LED in the mirror in this case flashes green after programming.
3. When the handheld remote control is initialized with the integrated GTO, the distance between the handheld remote control and the GTO is too long or too short.
4. The maximum programming time of the hand transmitter was exceeded. The hand transmitter switches itself off after 10s to 20s. However, the garage door opener needs up to 30s to learn the code.
5. The maximum programming time of the integrated GTO was exceeded. The integrated GTO has aborted programming unsuccessfully.
6. The GTO cannot be programmed after replacement.
7. The batteries of the hand transmitter are too weak.
8. A part of the signal was not registered correctly.

### Remedy:

Note: The numbering of the remedies refers to the numbering of the causes.

1. Installation of a universal receiver. Order via the Homelink Hotline.
2. In the case of garage door drives with rolling code system, synchronization of the garage door drive must also be performed.
3. Keep the correct distance when initializing! This can vary between 5 and 20 cm depending on the system. If the initialization attempt is unsuccessful, repeat the initialization process, changing the distance between the hand transmitter and the mirror.
4. Actuate the hand transmitter again. As soon as the LED on the hand transmitter goes out, release the button on the hand transmitter and press it again.
5. Change the position of the hand transmitter and then start programming again.
6. Perform initial startup of the replacement part via Xentry Diagnostics.
7. Replace the battery/batteries of the hand transmitter.
8. Repeat the programming (initialization) of the integrated garage door opener.

**IMPORTANT!!!**

# XENTRY TIPS

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Before creating a PTSS case or replacing the inside rearview mirror, you must contact the Homelink Hotline. In the PTSS case please reference the Homelink ticket number (Tracking No.).

HomeLink® hotline 1-800-355-3515 (free of charge)

Symptoms
Body / Interior equipment / Garage door opener / Cannot be programmed