

Garage door opener range too short

Topic number	LI68.05-P-060307
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 further model series
Reason for block	

Complaint:

The range of the integrated garage door opener (GTO) is too short.

Cause:

1. Vehicles equipped with infrared windows and/or a heated windshield may suffer from complaints involving low transmission power.
2. When comparing the range between the integrated GTO and the garage door hand transmitter, the garage door hand transmitter is tested outside the vehicle.
3. The garage door hand transmitter is being aimed towards the garage door, but the vehicle is in a different position.

Remedy:

1. The lower level of transmission power is mainly perceived by customers who did not have any infrared windows (code 595) or all-round infrared windows (code 596) or heated windshield (code 597) in their previous model or who have another model without this special equipment in their fleet.

Please consider these codes and advise the customer accordingly!

2. Perform the comparison test between the integrated GTO and the garage door hand transmitter under identical conditions. The garage door hand transmitter must be inside the vehicle and must be held at the height of the inside rearview mirror.
3. The customer instinctively aims the garage door hand transmitter towards the door. However, the transmission direction of the integrated GTO depends on the position of the inside rearview mirror, and thus depends directly on the position of the vehicle relative to the receiving antenna of the garage door drive.

Replacing parts will not resolve the complaint

IMPORTANT!!!

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)

XENTRY TIPS

Symptoms

Body / Interior equipment / Garage door opener / Nonfunctional
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