

Garage door opener loses programming

Topic number	LI68.05-P-060305
Version	2
Function group	68.05 Garage door opener
Date	01-11-2018
Validity	204, 205, 207, 212, 218, 166, 172, 222, 217, 231, 257, 213, 253, 238 with code 231 or 232
Reason for change	Validity extended to further model series
Reason for block	

Complaint:

The integrated garage door opener (GTO) loses programming

Cause:

1. Stuck buttons:

If the integrated garage door opener detects that one of the 3 buttons is sticking, this button is deactivated. The other buttons/memory slots still function. When the button stops sticking the function may be restored under certain conditions after an ignition change. Fault code B226901 is logged. As from model series 213 the fault code is B226200.

2. Misuse protection activated:

There is a LAN link to the driver side SAM or the overhead control panel (depending on model series). If the integrated garage door opener receives an incorrect security code or none at all, the programming settings are erased. However, the country coding is preserved. FC B226929 is logged.

Remedy:

1. Replace garage door opener/inside rearview mirror. Please check whether the customer may be at fault.

2. For a single occurrence, reprogram the GTO using the hand transmitter and resynchronize it, if necessary (garage door drives with rolling code). If the fault occurs frequently, check the GTO according to Xentry.

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)

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

