

Discharged battery; vehicle does not start!! Model series 177 only!!

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Version	2
Function group	54.10 Battery, power supply, voltage converter
Date	05-10-2018
Validity	BR177
Reason for change	Phase-in document rewritten for model series 177
Reason for block	

Complaint:

Battery discharged; vehicle does not start

Cause:

Under analysis

Remedy:

Please create a PTSS case for all 177 vehicles found with a discharged battery and no start condition.

Please provide the following documentation in the PTSS case.

- Current quick test log
- Control unit event log of electronic ignition lock, EZS (N73)
- SAM control unit log (N10)
- No-load (quiescent) current draw measurement

Discuss the following questions with the customer and include in the PTSS case:

NOTE: Make sure you have already gathered the answers to the questions below before opening a PTSS case or the case will not be processed.

- Were there any messages in the instrument cluster? If so, does the customer have a picture or video?
- Did this behavior occur once only, or multiple times before? If so, when & approximately how often?
- Was the vehicle parked in a note worthy, non-typical parking location or in a parking location with high traffic levels?
- Has the vehicle been modified or are there any non-factory / aftermarket installations in the vehicle?

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

XENTRY TIPS

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			54001 73	