

Transmitter key inoperative

Topic number	LI80.35-P-067883
Version	1
Function group	80.35 Radio-frequency actuated, remote control
Date	03-16-2018
Validity	Model series 213, 238 as of SOP, model series 217 and 222 as of code 808
Reason for change	
Reason for block	

Complaint:

The central locking system in the vehicle does not react to the operation of one or more buttons on the transmitter key. The LED in the transmitter key does not flash when the buttons are operated. No relevant fault codes are logged in the quick test for this complaint.

Cause:

One or more key buttons are deactivated due to prior continuous operation in order to protect the key battery.

Remedy:

1. In vehicle with Keyless-Go (S889), unlock the vehicle by operating the door handles. Make sure that the transmitter key is in the vicinity of the vehicle.
2. In vehicles with Keyless-Go Start (S893), unlock the vehicle using the emergency key, place the transmitter key in the stowage compartment provided and switch on the ignition.

Remedy successful:

If in both cases the vehicle subsequently reacts to the operation of buttons on the transmitter key, then the buttons on the transmitter key were deactivated due to inadvertent continuous operation. Do not replace the transmitter key, and advise the customer about this function of the key.

Remedy unsuccessful:

Do not reset the key by removing the key battery!

1. Create a PTSS case. The case must include the following information:

- Does the customer complaint occur with both keys at the same time?
- Video clearly showing the problem; it must show the LED in the key with simultaneous operation of the central locking system via the buttons.
- Quick test
- EZS and Keyless-Go control unit logs

2. Check battery voltage in transmitter key using XENTRY. The test can be found in the menu: Keyless-Go control unit -> Actual values -> Freeze frame data. Attach the printout of the actual values to the PTSS case.

XENTRY TIPS

3. Provide the following customer information:

- How does the customer get into the vehicle? After a waiting time, with the emergency key, via Mercedes me etc.
- Where is the key kept when customer is at home?
- Where was the key located prior to the customer complaint?
- Is the key carried on a keyring together with other objects?
- Is the key kept together with other electronic devices, or are there other electronic devices in the same pocket, for example?

Symptoms
Overall vehicle / Safety and locking system / Locks/locking/Remote closing mechanism / Does not open
Overall vehicle / Safety and locking system / Locks/locking/Remote closing mechanism / Does not close
Overall vehicle / Safety and locking system / Locks/locking/Remote closing mechanism / Nonfunctional
Overall vehicle / Safety and locking system / Keyless go / Function / Vehicle does not open
Overall vehicle / Safety and locking system / Keyless go / Function / Vehicle does not close using door handle