

Battery discharged, vehicle does not start - Event code U116000 "A bus keepawake event has been detected" is logged in the quick test

Topic number	LI54.10-P-064762
Version	10
Function group	54.10 Battery, power supply, voltage converter
Date	11-26-2018
Validity	BR 213, 238, 257, 217 (> code 808), 222 (> code 808), 205 (> code 809)
Reason for change	New BR 257 Remedy no. 4 revised
Reason for block	

Complaint:

Battery discharged, vehicle does not start

Event code U116000 "A bus keepawake event has been detected" is logged in the quick test (electronic ignition lock EZS (N73))

Cause:

The bus keepawake events are shown in the EZS control unit log under "Note to gateway event code" and are visible as of Xentry Release 7.

Various possible causes.

1. Only affects BR213

The electronic ignition lock (EZS) control unit (N73) crashes. Event code: FF-FFFFFF

This causes the CAN BUS to be kept awake. A reset by the (internal) battery disconnect switch is not effective.

2. Only affects BR213

The Keyless-Go control unit (N69/5) crashes. Event code: 20-040000

This causes the CAN BUS to be kept awake. A reset by the (internal) battery disconnect switch is not effective.

3. BR 213, 238, 217 (> code 808), 222 (> code 808)

Customer had activated the hazard warning lights for longer than 15 min. Event code: 09-100000

During hazard warning lights "ON", all CAN BUS systems are awake and active. Required current approx. 20 Ah.

4. BR 213, 238, 217 (> code 808), 222 (> code 808) only vehicles with code 896: Vehicle access and vehicle start via smartphone

XENTRY TIPS

The electronic ignition lock (EZS) control unit (N73) causes a bus keepawake event.

Event code: FF-FFFFFF in combination with code 896: Vehicle access and vehicle start via smartphone

Software error in electronic ignition lock (EZS) control unit (N73). The search for a functioning smartphone is not aborted under some circumstances, resulting in discharge of the 12 V starter battery.

Faulty software: A213 902 51 02 or A213 902 66 10.

5. BR 213, 238, 217 (> code 808), 222 (> code 808), 205 (> code 809)

The Electronic Stability Program system (ESP system) control unit (N30/4) causes a bus keepawake event. Event code: 87-000000;

6. Please see remedy #6 below for further instruction if none of the criteria above matches.

Remedy:

1. Only affects BR213

Event code: FF-FFFFFF

Up to production date 01.02.2017; up to FIN ...A2086618

--> Flash EZS

Invoice under damage code 8000N-90

2. Only affects BR213

Event code: 20-040000

Up to production date 17.05.2017;

--> Flash Key-Go control unit (N69/5) with new SW (min. A213 902 17 12).

Invoice to damage code 82190-90

3. BR 213, 238, 217 (only code 808), 222 (only code 808)

Event code: 09-100000

This is not a vehicle fault. Charge the battery and return the vehicle to the customer.

4. BR 213, 238, 217 (only code 808), 222 (only code 808)

Event code: FF-FFFFFF with vehicle code 896

--> Flash EZS (at least DVD07/2018 with add-on 10872)

Invoice under damage code 8000N-90

Invoice under damage code 46262-90

5. BR 213, 238, 217 (> code 808), 222 (> code 808), 205 (> code 809)

Event code: 87-000000

--> Replace ESP control unit (including hydraulic unit)

XENTRY TIPS

Invoice under damage code 43181-90

6. Open PTSS case include required documentation and information below:

The following information is required for the analysis:

- Control unit event log of electronic ignition lock, EZS (N73)
- Control unit event log of SAM-F (N10/6)
- Up-to-date no-load current measurement

Discuss the following questions with the customer:

- Were there any messages in the instrument cluster?
- Did this behavior occur once only, or has it occurred before? If so, when (approximately)?
- Was the vehicle parked in a particular location or with high traffic levels?
- Has the vehicle been modified or are there any installations in the vehicle?

Symptoms
Overall vehicle / Power supply / Battery/On-board electrical system / Battery function / Battery discharges
Overall vehicle / Power supply / Quiescent current/consumer shutoff / Does not switch off
Overall vehicle / Power supply / Battery/On-board electrical system / Battery/on-board electrical system display message / Low voltage Charge battery

Control unit/fault code		
Control unit	Fault code	Fault text
N10/6 - Front signal acquisition and actuation module (Driver-side SAM) (BC_F213)	-	-
N73 - Electronic ignition lock (EZS) (EZS213)	U116000	A bus keepawake unit was detected. _

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-1135	CHARGE BATTERY			
			8000N 90	Flash EZS control unit N73
			82190 90	Flash Key-Go control unit N69/5
			46262 90	Flash EZS control unit N73
			43181 90	Flash traction control system control unit (N30/4)