

In ECO stop (start/stop function), the engine does not restart

Topic number	LI54.21-P-070428
Version	1
Function group	54.21 Control units / basic modules
Date	11-15-2019
Validity	Vehicles with OM654/M274/M264 engine and 725.0 (9G-Tronic automatic transmission)
Reason for change	
Reason for block	

Complaint:

In ECO-stop/ start mode (abbreviation: 3S), the engine sporadically does not automatically restart after shutting down at a complete stop.

In such instances the vehicle restart requires another cycle of the ignition switch.

The fault code "P1D0400 (ECO stop/ start function has requested a manual engine start)" is stored in the powertrain control units (N127).

Cause:

Individualized examination to include further information and analysis is needed.

Complaint condition could be due to a variety of causes.

Remedy:

IMPORTANT: Do not replace any components!!!

1. Connect XENTRY Diagnostics and perform an initial quick test.

Note: If fault codes are present in the electric control unit of the fully integrated transmission control (VGSNAG3 - Y3/8n4), continue researching the exact cause of the concern and implement appropriate repair measures.

2. With XENTRY Diagnostics, check the displayed actual value of the automatic transmission (no. 542) under menu item "Fault status of ECO start/stop function: last fault" for the function "ECO start/stop function"

(see instructions in Annex 1):

Note: To do so, select the following menu items: "View functions → ECO start/stop function → Actual values → Fault status of ECO start/stop function: last fault"

- If the actual value displayed for "automatic transmission" (no. 542) is "not OK" and no fault codes are present in the electric control unit of the fully integrated transmission control (VGSNAG3 - Y3/8n4), proceed with step 3.

- If the actual value displayed for "automatic transmission" (no. 542) is "OK", or there are fault codes present in the electric control unit of the fully integrated transmission control (VGSNAG3 - Y3/8n4), continue researching the exact cause of the concern and implement appropriate repair measures

XENTRY TIPS

3. Create a PTSS case with reference to this LI Number and await instructions

Note: To investigate the fault code profile more precisely, further information is required. Please attach the documents listed below to the case:

- Transmission EEPROM printout
- Initial quick test and last quick test with fault freeze frame data
- Print-out of the fault code check in step 2 (see example in Annex 2)

4. Disconnect XENTRY Diagnostics and hand over the vehicle to the customer.

Note: The engine can be started at any time with the vehicle key without any problem.

Attachments	
File	Description
Anhang.1_Info._Check_ECO_Funktion_in_Xentry_DE_EN.pdf	Annex 1: Info. ECO function check in Xentry Diagnostics
Anhang.2_Beispiel_Ausdruck_Fehlerstatus ECO gespeichert.pdf	Annex 2: Example of a print-out of the fault status of the stored ECO fault

Symptoms
Power generation / Engine management / Engine start/stop / No automatic engine start

Control unit/fault code		
Control unit	Fault code	Fault text
N127 - Control unit 'Powertrain' (PTCU) (CPC3) (GLS (167),E (213),X 290 AMG,GLE (167),E (238))	P1D0400	The ECO start/stop function has requested a manual engine start. _
N127 - Control unit 'Powertrain' (PTCU) (CPC_ NG) (GLS (167),G (463),E (213),X 290 AMG,S (217),GLE (167),S (222),CLS (257),C (205),E (238))	P1D0400	The ECO start/stop function has requested a manual engine start. _

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			540G1 FD	ECO start/stop function

XENTRY TIPS

Validity		
Vehicle	Engine	Transmission
*	274	725
*	264	725
*	*	725
*	654	725