

Diverse messages in instrument cluster, vehicle fails to start, gears cannot be engaged

Topic number	LI54.21-N-069524
Version	2
Function group	54.21 Control units / basic modules
Date	02-16-2020
Validity	MODEL 907
Reason for change	Cause/remedy adjusted, attachments added.
Reason for block	

Complaint:

Vehicle cannot be started, various messages in instrument cluster, gears cannot be engaged, ignition cannot be switched on, central locking has malfunction

Attachments	
File	Description
Beispielbilder_example pictures.pdf	Example pictures

Cause:

Water entry on vehicle, resulting possibly in oxidation at plug and/or water / moisture entry in control unit N73/8 for electronic ignition lock (EIS)/ N127 Powertrain control unit (CPC).

Check following positions for water entry:

- Bore in LH A-pillar on inside, above the EIS control unit (see attachment)
- Leaky window bonding
- Beverage spilled in cup holder
- Door sealing and adjustment
- Roof area (seam seal, cracks)
- Burnt out spot welds on body
- Cracks in roof
- Windshield condensation
- Cable boot on firewall to engine compartment

Attachments	
File	Description
Eng. Check instuctuion 0650 2019 0016.pdf	Eng. Check instruction

XENTRY TIPS

Remedy:

Check control unit N73/8 for electronic ignition lock (EIS)/ N127 Powertrain control unit (CPC) for water entry / moisture traces.

If water entry / moisture traces are visible on control unit N73/8 for electronic ignition lock (EIS)/ N127 Powertrain control unit (CPC), replace the control unit.

If oxidation is found on plug housing / pins, replace the oxygenated parts.

Localize position of water entry and seal off, if support is required, send a PTSS case and attach photos of the leaky positions.

Symptoms
Power generation / Engine management / Starter motor / Function / Defective
Overall vehicle / Safety and locking system / Drive authorization system DAS / Electronic ignition lock/steering lock / Malfunction
Overall vehicle / Safety and locking system / Drive authorization system DAS / Electronic ignition lock/steering lock / Does not receive turn authorization
Overall vehicle / Safety and locking system / Drive authorization system DAS / Electronic ignition lock/steering lock / Malfunction
Overall vehicle / Safety and locking system / Drive authorization system DAS / Function / Malfunction
Power transmission / Automatic transmission / Function / Engaging process
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 / Malfunction
Power transmission / Automatic transmission / Function / Shifting is not performed or is delayed
Overall vehicle / Wiring / Cable damaged/faulty
Overall vehicle / Networking / CAN/FlexRay communication / Malfunction
Overall vehicle / Networking / Gateway communication / Malfunction
Power generation / Engine management / Engine start/stop / Does not start
Overall vehicle / Networking / Diagnosis/software / Not diagnosable

WIS-References			
Document number	Title	Note	Allocation
AR54.21-D-0038TSR	Remove/install electronic ignition lock control unit	MODEL 907	Parts

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*