

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

Topic number	LI54.21-N-069524
Version	3
Function group	54.21 Control units / basic modules
Date	03-12-2020
Validity	MODEL 907
Reason for change	Cause and remedy adjusted
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 or condensation in vehicle, resulting possibly in corrosion at plug and/or water/moisture entry in control unit N73/8 for electronic ignition lock (EIS) and/or N127 powertrain control unit (CPC).

Check following areas for water entry / moisture:

- Hole in the left-hand A-pillar on inside, above control unit N73/8 for electronic ignition lock (EIS) (see attachment "Check instruction for missing adhesive on A-pillar above EIS" / "Eng. Check instruction")
- Leaky window bonding
- Beverage spilled in cup holder
- Door sealing and adjustment
- Roof area (seam seal, cracks)
- Burnt out spot welds on body
- Condensation
- Cable boot on firewall to engine compartment
- Hood cable duct (grommet slipped out of firewall)
- Check foam part A-pillar above EIS for moisture (see attachment Check instruction for foam part)

Attachments

XENTRY TIPS

File	Description
Eng. Check instuctuion 0650 2019 0016.pdf	Eng. Check instruction
Test instruction foam part.pdf	Check instruction for foam part

Remedy:

Check control unit N73/8 for electronic ignition lock (EIS) and 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) and/or N127 powertrain control unit (CPC), please localize the leaky area. If the cause has been identified it must be notified per PTSS case to Van Service Engineering before performing the repair. In particular, where body leaks are concerned, the area involved must be documented in detail along with representative pictures. Please also submit the pictures with the case.

The following information is also required:

- an exact explanation of the user profile (Important, e.g. used as a camper van or used as place to reside during breaks etc.)
- Modifications/installations on goods transported by vehicle etc.

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

XENTRY TIPS

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*