

Air Conditioning Intermittently Does Not Cool

Topic number	LI83.30-P-071494
Version	1
Function group	83.30 Air conditioning
Date	07-20-2020
Validity	BR 205, 213, 238, 257 and 222 with gasoline engine from manufacturing date 15.10.2018, not hybrids (code ME05, ME06, ME08, ME09)
Reason for change	
Reason for block	

Complaint:

Air conditioning intermittently does not cool.

Cause:

Various causes, proceed according to instructions in remedy.

Remedy:

Please work through the following steps to repair the problem correctly:

1. Does the vehicle have the sales code B01 and M256?

--> no, continue with step 2

--> yes, continue with step 3

2. Does the problem occur after a vehicle stop or ECO stop?

--> no, continue with step 3

--> yes, create an XSF ticket with reference to this LI

3. Please create a PTSS case with the following information:

- Quick test

- Xentry climate control values when the problem is present (climate control values and reasons for compressor shut-down are found in the air conditioner control unit menu)

- Exact description of the problem:

--> How does the problem come about? What is the driving situation?

--> How does the problem become apparent to the customer?

--> How can the problem be rectified at this point?

XENTRY TIPS

--> How had the air conditioning been set by the customer at the time the problem occurred? (Auto/Manual, blower setting, temperature)

--> Outside temperature at the time the problem occurred

Symptoms
Body / Air conditioning / Air conditioning / Insufficient cooling output

Control unit/fault code		
Control unit	Fault code	Fault text
N22/1 - Air conditioning (AAC) (HVAC222) (GLS (167),GLC (253),G (463),E (213),X 290 AMG,S (217),GLE (167),S (222),CLS (257),C (205),E (238))	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
00-0001	WHEN CREATING THE XSF TICKET PLEASE BILL FOR THE FOLLOWING DAMAGE CODE		83082 90	If an XSF ticket does not need to be created, follow the instructions in the TIPS case

Validity		
Vehicle	Engine	Transmission
*	264	*
*	276	*
*	176	*
*	256	*
*	177	*
C (205)	*	*
CLS (257)	*	*
E (213)	*	*
E (238)	*	*
S (222)	*	*