
PuMA measure

RR11/12/31 - Check Control Message, Safety function of door active

UR-V-2 64812903-04 - 1/25/21

Complaint:

Check Control Message (CCM) is displayed in the Kombi and Central Information Display.
'Safety function of doors' (CCM ID - 759)

Cause

Scenario 1:

If the rear door is not opened positively (from either inside or outside handle), the lock pre-latch does not clear the striker and causes a temporary sensor status mismatch between the pre-latch and main-latch. If the mismatch is detected for >1.5 secs, CCM 759 is displayed and fault code can be stored in the CDM.

Scenario 2:

If the door is opened and closed repeatedly in quick succession the lock status changes rapidly and in some instances causes the CDM to activate the CCM as the status cannot be read accurately.

Scenario 3:

The door cannot be open smoothly and requires additional force, which increases the probability of the door not opening past the striker and causes a sensor mismatch leading to the CCM to be activated.

The following fault codes are also stored in the CDM, if the vehicle is at I-level 19-11-5xx or higher:

0x031B0B - Coach Door Safety left, Status Door Contact (Message Body-CAN) implausible to status sensor pre-detent.

0x031B0C - Coach Door Safety right, STATUS DOOR CONTACT (Message Body-CAN) implausible to status pre-detent sensor.

Measure

Complete the following test steps:

1. The CCM is 'self-healed' if the door lock status completes a fault free cycle by opening and closing the door slowly, allowing each status to be read for at least 1.5 secs, repeat this process if required.
2. Check the rear door open and close functionality and ensure movement is smooth and not restricted, especially when initially releasing the lock and opening the door.
3. Complete an ISTA session, read CDM error memory and delete entry if error is not currently present.
4. Inform the customer how the CCM can be triggered if a rear door is not fully opened and the procedure to 'self-heal' and remove the CCM from the display.

The fault codes 0x031B0B and 0x031B0C are only entered in the CDM to confirm there has been a status mismatch in a rear door lock.

Further diagnosis into a complaint is only to be completed if there is a fault memory entry that is

currently present and the CCM does not 'self-heal' following an open/close sequence.

Parts replacement is not permitted as the vehicle is operating as intended.

Warranty Information:

Only the following FRU's can be claimed for investigating this complaint.

Please use the following defect code when updating the vehicle;
51 21 25 98 00 Kombi display (Check Control message) open door

Please use the following FRU's
00 00 006 Performing vehicle test Main work 4 FRU Or
00 00 556 Performing vehicle test Plusposition 3 FRU

If a defect is identified during the checking process, the claim must be submitted using the defect code of the failed component and FRU's claimed as stated for the repair in AIR.

****Note:**

A fault code entry is only stored in the CDM if the vehicle is at I-level 19-11-5xx or higher. Vehicles with an earlier I-level will not store a fault code. Updating the I-level only enables the CDM to store a fault code in conjunction with the CCM activation which confirms a status mismatch has occurred.

Validity information

Model series:	[RR11, RR12, RR31]
Engine range:	[ALL]
Body style:	[ALL]
Fault codes:	[31B0C, 31B0B]
Production period:	-

Repair overviews

61/35/006/21305/32664, Coach door module, , , Software error, , No action