

Complaints about the electric range

Topic number	LI08.00-P-072749
Version	2
Function group	08.00 - General
Date	4/20/21
Validity	Plug-in hybrid and electric vehicles
Reason for change	Model series extension

Complaint

The electric range does not meet customer's expectations.

Cause

At Mercedes-Benz, we believe that our vehicles should display to the driver a range that in all probability can actually be achieved. These ranges are predictions - the range actually achieved may therefore differ from the range shown. The calculation for the predicted range takes into account the current outside temperature, the set temperature of the air conditioning system, the battery capacity and the characteristics of previous journeys (sporty/anticipatory driving style). Where previous journeys are concerned, factors given particular consideration are individual driving style and the use of other power consumers (seat heating, lights, charging function for smartphones, etc.). It is therefore possible that data from the last few hundred kilometers driven is also used in the calculation. Consequently any change in usage behavior will only slowly affect the predicted range. If active navigation or active commuter route is used, additional information about the route ahead (for example elevation profile, traffic volume) can be included in the range calculation.

Remedy

The customer's individual input to the range can be reset. Depending on the vehicle, the reset can be done in the instrument cluster or the head unit.

For plug-in hybrid vehicles of model series 166 (all), 205 (up to modification year 18/1), 222 (up to modification year 17/2), 253 (up to modification year 19/1), the range can be reset by resetting the trip computer ("from reset"). After the reset, a value based on the certified range will be shown.

For electric and plug-in hybrid vehicles of model series 205 (from modification year 18/2), 222 (from modification year 18/1), 253 (from modification year 19/2) and model series 243 and Mercedes-EQ models a reset is only possible by resetting the head unit to the factory settings. This will delete all saved customer data and any settings made (e.g. radio settings, navigation destinations). If necessary, therefore, back up the customer data onto a USB flash drive using the Backup function before performing a reset. After the reset, an empirical value is displayed that is based on normal use of the vehicle and the current climatic conditions (set temperature and outside temperature - commensurately higher values will be achieved if the air conditioning system is switched off). Depending on driving style, outside temperature and which power consumers are actually switched on, the achieved range may significantly exceed this range, but likewise may also fall significantly short of it.

XENTRY TIPS

Further information on battery capacity and aging can be found in document SI47.70-P-0070A.

Symptoms

Power generation > Engine management > Electric drive > Electric machine > Range reduced
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Power generation > Engine management > Electric drive > Electric machine > Display message
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Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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