

Garage Door Opener Range Too Short

Topic number	LI68.05-P-060307
Version	4
Function group	68.05 - Garage door opener
Date	12/9/21
Validity	166, 172, 204, 205, 206, 207, 212, 213, 217, 218, 222, 223, 231, 238, 253, 257, 297 with code 231 or 232
Reason for change	Validities have been adapted

Complaint

The range of the integrated garage door opener (GTO) is too short.

Cause

1. Vehicles equipped with infrared windows and/or a heated windshield may suffer from complaints involving low transmission power.
2. When comparing the range between the integrated GTO and the garage door hand transmitter, the garage door hand transmitter is tested outside the vehicle.
3. The garage door hand transmitter is being aimed towards the garage door, but the vehicle is in a different position.
4. The garage door drive is old.

Remedy

1. The lower level of transmission power is mainly perceived by customers who did not have any infrared windows (code 595) or all-round infrared windows (code 596) or heated windshield (code 597) in their previous model or who have another model without this special equipment in their fleet. The loss in transmission has technical reasons, i.e. a thin metal film is fitted in the windows. Please consider these codes and advise the customer accordingly! Replacing parts does not remedy the problem.
2. Perform the comparison test between the integrated GDO and the garage door hand transmitter under identical conditions. The garage door hand transmitter must be inside the vehicle and must be held at the height of the inside rearview mirror.
3. The customer instinctively aims the garage door hand transmitter towards the door. However, the transmission direction of the integrated GDO depends on the position of the inside rearview mirror, and thus depends directly on the position of the vehicle relative to the receiving antenna of the garage door drive.

Symptoms

Body > Interior equipment > Garage door opener > Malfunction

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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