

Unsuccessful control unit programming session or sporadic malfunction of systems

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Version	1
Function group	00.19 - Electrical Vehicle, complete network
Date	1/13/23
Validity	Sprinter 906 & 907 Metris 447
Reason for change	

Complaint

Various issues including control unit programming procedure will not complete successfully/no newer software found, communication faults, or sporadic malfunction of systems.

Cause

Aftermarket CAN device could be installed into the vehicle's CAN network. Such devices can be but are not limited to, remote start modules, CAN blockers, or high idle modules.

Remedy

A successful control unit programming session cannot be ensured while aftermarket devices are connected to the vehicle's CAN network.

Some of the device companies supply a bypass to allow control unit programming.

To avoid an unsuccessful control unit programming session:

- During scheduling or checking-in the customer for an appointment, ask if any aftermarket devices such as remote start are installed
- Check the key ring for non-Mercedes-Benz remote or fob
- Inspect the vehicle's instrument panel for warning labels of such devices
- In case of remote start on 907, most will be connected between the CPC and EZS. The CPC is visible without panel removal. Most of the aftermarket harnesses will have multiple of the same color wire.
- In case of High idle device on 907, most will be installed near the SAM and F152.

NOTE: If EZS goes into Bootloader mode, please do not replace before the following procedure:

Please perform control unit update of EZS. Each time the screen with the yellow box ("control unit does not respond") appears, press "Abort". It could come up multiple times (up to 20), but afterwards Control unit update of EZS will start.



XENTRY TIPS

The following AddOns have been released as of 1/11/2023 to remove error message when performing the update after the EZS has entered bootloader mode.

AddOn 25005 for XENTRY 09/2022

AddOn 24994 for XENTRY 12/2022

If the EZS is not recovered, please create an XSF ticket.

Attachments	
File	Description
remote start warning label.png 	example of remote start label
aftermarket CPC connector.png 	example of aftermarket harness at CPC

Symptoms
Overall vehicle > Networking > CAN/FlexRay communication > Malfunction
Overall vehicle > Networking > Gateway communication > Malfunction

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note