

In the instrument cluster, the symbol for "12 V battery" and the message "Switch on vehicle" sporadically appears

Topic number	LI54.10-P-076820
Version	7
Function group	54.10 - Battery, power supply, voltage converter
Date	6/10/24
Validity	MODEL 206 up to production 12/15/23 MODEL 254 up to production 12/15/23
Reason for change	Remedy update

Complaint

In the instrument cluster, the symbol for "12 V battery" and the message "Switch on vehicle" may sporadically be displayed.

As a consequence of this, the fault codes B1FCB97 (=> N73/3) and U116000 (=> N73/3*1) are stored in the fault memory.

In the subsequent analysis of the 12 V on-board electrical system data, the following parameters are noteworthy (see picture 1 in the attachment):

- Charge balance negative when stationary.
- Interior CAN bus is awake for an unusually long time while the vehicle was locked.
- 12 V battery SOC (state of charge) during subsequent engine start is 45% or less.

NOTE:

This LI does not apply if the CEL was reported as being on without a 12V message.

Once the 12 V battery SOC has exceeded 50% for the first time, the symbol and the message in the instrument cluster disappear again.

Attachments	
File	Description
Bild 1_de.JPG	12 V on-board electrical system data (German)

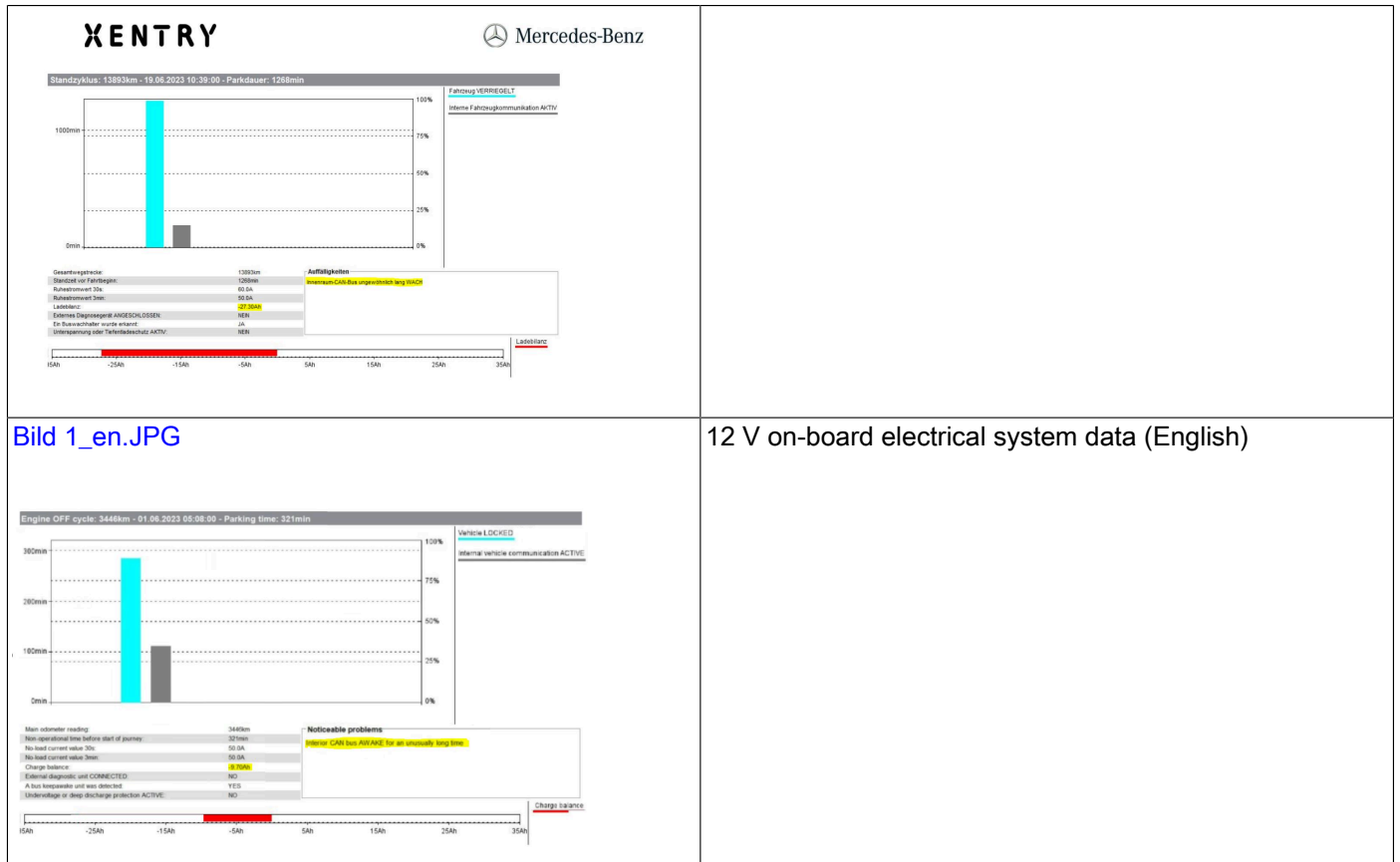


Bild 1_en.JPG

12 V on-board electrical system data (English)

Cause

The door control unit (N69/x) may sporadically keep the interior CAN bus awake.

Remedy

Update the software and coding on all 4 door control units (N69/1, N69/2, N69/3 and N69/4):

- To do so, a commissioning process must be started in the door control unit, left-hand front door (N69/1). The remaining door control units (N69/2, N69/3 and N69/4) are commissioned at the same time, in an automated process. (Path: Xentry Scope; Control Units View; TSG-XX (N69/1); Adaptations; Commissioning)
- The repair software has been available since 02.02.2024 and the new SCN coding since 04.06.2024.
- The measures are only 100% effective if the combination of "Repair software + new SCN coding" is used.

SW item numbers of the repair software:

- A2069020310 for the door control units on the front doors (N69/1 and N69/2)
- A2069020410 for the door control units on the rear doors (N69/3 and N69/4)

NOTES:

XENTRY Tips

- Only one commissioning process may be invoiced for, namely that for the door control unit, left-hand front door (SSL 7222054). This is because the remaining door control units are commissioned at the same time and in an automated process.
- All other work (including charging process, etc.) that may have been caused by the door control unit, may also only be invoiced for through the damage code of the door control unit, left-hand front door (7222054).

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Overall vehicle > Power supply > Battery/On-board electrical system > Battery/on-board electrical system display message > Low voltage Charge battery

Control unit/fault code	
Control unit	Fault text
N73/3 - Electronic ignition lock (EZS) (EZS223)	B1FCB97 - The starter battery has a malfunction. The system function is restricted.
N73/3*1 - Electronic ignition lock - Central gateway (EZS) (GW223)	U116000 - A bus keepawake unit was detected. _

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			7222054	
			7223054	
			73A3054	
			73N3054	