

192 12V Battery Message on Instrument Cluster with Possible No Start

Topic number	LI54.10-P-078915
Version	1
Function group	54.10 - Battery, power supply, voltage converter
Date	2/14/25
Validity	192
Reason for change	

Complaint

12V battery message on the Instrument Cluster with possible no start.

Cause

Low voltage of the 12V battery

Remedy

1. Perform battery test via XENTRY Diagnosis (check the "12V battery" component).
2. If the test result is "The component "Battery" is not in OK. Replace component "battery"", please create a TIPS case labeled "192 12V Battery Replacement"
3. Include the N73/3 EZS CUL and Initial Quick Test
4. Please do not carry out any further work on the vehicle (software updates, parts replacement, etc.).
5. For analysis purposes, do not replace the 12V battery for the time being.
- 6.The further procedure for processing the vehicle will be communicated via TIPS.

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

XENTRY Tips

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