

## Battery discharged, vehicle does not start - Event code U116000 "A bus keepawake event has been detected" is logged in the quick test

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Topic number	LI54.10-P-064762
Version	7
Function group	54.10 Battery, power supply, voltage converter
Date	10-03-2017
Validity	BR 213, 238, 217 (only code 808), 222 (only code 808)
Reason for change	New fault and remedy
Reason for block	

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### Complaint:

Battery discharged, vehicle does not start

Event code U116000 "A bus keepawake event has been detected" is logged in the quick test (electronic ignition lock EZS (N73))

### Cause:

The bus keepawake events are shown in the EZS control unit log under "Note to gateway event code" and are visible as of Xentry Release 7.

Vehicle Model and DTC specific scenarios are listed below:

#### 1. Only affects BR213

The electronic ignition lock (EZS) control unit (N73) crashes. Event code: FF-FFFFFF

This causes the CAN BUS to be kept awake. A reset by the (internal) battery disconnect switch is not effective.

#### 2. Only affects BR213

The Keyless-Go control unit (N69/5) crashes. Event code: 20-040000

This causes the CAN BUS to be kept awake. A reset by the (internal) battery disconnect switch is not effective.

#### 3. BR 213, 238, 217 (only code 808), 222 (only code 808)

Customer had activated the hazard warning lights for longer than 15 min. Event code: 09-100000

During hazard warning lights "ON", all CAN BUS systems are awake and active. Required current approx. 20 Ah.

#### 4. BR 213, 238, 217 (only code 808), 222 (only code 808) only vehicles with code 869 - Vehicle access and vehicle start via smartphone

The electronic ignition lock (EZS) control unit (N73) causes a bus keepawake event. Event code: FF-FFFFFF in combination with code 896 - Vehicle access and vehicle start via smartphone

# XENTRY TIPS

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Software error in electronic ignition lock (EZS) control unit (N73). The search for a functioning smartphone is not aborted under some circumstances, resulting in discharge of the 12 V starter battery.

Faulty software: A213 902 51 02 or A213 902 66 10.

5. If the vehicle does not fit Causes 1 through 4 then reference Remedy 5 below which requires specific documentation and to open a PTSS case.

## Remedy:

1. Only affects BR213

Event code: FF-FFFFFF

Up to production date 01.02.2017; up to FIN ...A2086618

--> Flash EZS

Invoice to damage code 8000N-90

2. Only affects BR213

Event code: 20-040000

Up to production date 17.05.2017;

--> Flash Key-Go control unit (N69/5) with new SW (min. A213 902 17 12).

Invoice to damage code 82190-90

3. BR 213, 238, 217 (only code 808), 222 (only code 808)

Event code: 09-100000

This is not a vehicle fault. Change the battery and return the vehicle to the customer.

4. BR 213, 238, 217 (only code 808), 222 (only code 808)

Event code: FF-FFFFFF with vehicle code 896

--> Flash EZS to at least software A213 902 17 13

New flashware available as pf XENTRY DVD\_7

Invoice under damage code 8000N-90

Invoice under damage code 46262-90

5. If the vehicle has the event code U116000 in the EZS control unit and does not qualify and/or is not resolved by causes / remedies 1 through 4 please open a PTSS case.

The following information is required for the analysis and to be included in the PTSS case:

- Control unit event log of electronic ignition lock EZS (N73)

# XENTRY TIPS

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- Control unit event log of SAM-F (N10/6)
- Up-to-date no-load current measurement

Discuss the following questions with the customer and include in the PTSS case:

- Were there any messages in the instrument cluster?
- Did this behavior occur once only, or has it occurred before? If so, when (approximately)?
- Was the vehicle parked in a particular location or with high traffic levels?
- Has the vehicle been modified or are there any installations in the vehicle?

<b>Symptoms</b>
Overall vehicle / Power supply / Battery/On-board electrical system / Battery function / Battery discharges
Overall vehicle / Power supply / Quiescent current/consumer shutoff / Does not switch off
Overall vehicle / Power supply / Battery/On-board electrical system / Battery/on-board electrical system display message / Low voltage Charge battery

<b>Control unit/fault code</b>		
Control unit	Fault code	Fault text
N10/6 - Front signal acquisition and actuation module (Driver-side SAM) (BC_F213)	-	-
N73 - Electronic ignition lock (EZS) (EZS213)	U116000	A bus keepawake unit was detected. _

<b>Operation numbers/damage codes</b>				
Op. no.	Operation text	Time	Damage code	Note
54-1135	Charge battery			
			8000N 90	Flash EZS control unit N73
			82190 90	Flash Key-Go control unit N69/5
			46262 90	Flash EZS control unit N73