

Diverse messages in instrument cluster, vehicle fails to start, gears cannot be engaged

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|-------------------|-------------------------------------|
| Topic number | LI54.21-N-069524 |
| Version | 5 |
| Function group | 54.21 Control units / basic modules |
| Date | 08-03-2020 |
| Validity | MODEL 907 |
| Reason for change | Distribution expanded |
| Reason for block | |

Complaint:

Vehicle cannot be started, various messages in instrument cluster, gears cannot be engaged, ignition cannot be switched on, central locking has malfunction

| Attachments | |
|-------------------------------------|------------------|
| File | Description |
| Beispielbilder_example pictures.pdf | Example pictures |

Cause:

Water entry or condensation on vehicle, resulting possibly in oxidation at plug and/or water/moisture entry in control unit N73/8 for electronic ignition lock (EIS) and/or N127 powertrain control unit (CPC).

Check following areas for water entry / moisture:

- Hole in the left-hand A-pillar on inside, above control unit N73/8 for electronic ignition lock (EIS) (see attachment "Check instruction for missing adhesive on A-pillar above EIS" / "Eng. Check instruction")
- Leaky window bonding
- Beverage spilled in cup holder
- Door sealing and adjustment
- Roof area (seam seal, cracks)
- Burnt out spot welds on body
- Condensation
- Cable boot on firewall to engine compartment
- Hood cable duct (grommet slipped out of firewall)
- Check foam part A-pillar above EIS for moisture (see attachment Check instruction for foam part)

NOTE: Moisture intrusion from external influence (such as spilled drinks) is not warrantable.

XENTRY TIPS

| Attachments | |
|---|--|
| File | Description |
| Eng. Check instuctuion 0650 2019 0016.pdf | Eng. Check instruction |
| Prüfanweisung Fehlender Kleber A-Säule über EZS.pdf | Check instruction for missing adhesive on A-pillar above EIS |
| Test instruction foam part.pdf | Check instruction for foam part |

Remedy:

Check control unit N73/8 for electronic ignition lock (EIS) and N127 powertrain control unit (CPC) for water entry/moisture traces.

If water entry / moisture traces are visible on control unit N73/8 for electronic ignition lock (EIS) and/or N127 powertrain control unit (CPC), please localize the leaky area.

A PTSS case MUST be created and escalated to Van Service Engineering before performing any repairs. In particular, where body leaks are concerned, the area involved must be documented in detail along with representative pictures. Please also submit the pictures with the case.

The following information is also required:

- an exact explanation of the user profile (Important, e.g. used as a camper van or used as place to reside during breaks etc.)
- Modifications/installations on goods transported by vehicle etc.

| Symptoms |
|---|
| Power generation / Engine management / Starter motor / Function / Defective |
| Overall vehicle / Safety and locking system / Drive authorization system DAS / Electronic ignition lock/steering lock / Malfunction |
| Overall vehicle / Safety and locking system / Drive authorization system DAS / Electronic ignition lock/steering lock / Does not receive turn authorization |
| Overall vehicle / Safety and locking system / Drive authorization system DAS / Electronic ignition lock/steering lock / Malfunction |
| Overall vehicle / Safety and locking system / Drive authorization system DAS / Function / Malfunction |
| Power transmission / Automatic transmission / Function / Engaging process |
| Overall vehicle / Safety and locking system / Locks/locking/Remote closing mechanism / Does not open |
| Overall vehicle / Safety and locking system / Locks/locking/Remote closing mechanism / Does not close |
| Overall vehicle / Safety and locking system / Locks/locking/Remote closing mechanism / Malfunction |
| Power transmission / Automatic transmission / Function / Shifting is not performed or is delayed |
| Overall vehicle / Wiring / Cable damaged/faulty |
| Overall vehicle / Networking / CAN/FlexRay communication / Malfunction |
| Overall vehicle / Networking / Gateway communication / Malfunction |
| Power generation / Engine management / Engine start/stop / Does not start |
| Overall vehicle / Networking / Diagnosis/software / Not diagnosable |

XENTRY TIPS

| WIS-References | | | |
|-------------------|--|-----------|------------|
| Document number | Title | Note | Allocation |
| AR54.21-D-0038TSR | Remove/install electronic ignition lock control unit | MODEL 907 | Parts |

| Validity | | |
|--------------|--------|--------------|
| Vehicle | Engine | Transmission |
| Sprinter 907 | * | * |