



Various complaints due to aftermarket OBDII device installed

| | |
|-------------------|--|
| Topic number | LI54.22-N-074063 |
| Version | 1 |
| Function group | 54.22 - Diagnostic test coupling/diagnostic socket |
| Date | 12/7/21 |
| Validity | All Sprinter or Metris |
| Reason for change | |

Complaint

Functions of the Xentry diagnosis session may not be possible. Complications during procedures performed with Xentry Diagnosis. Various functional issues with vehicle systems including amperage draws.

| Attachments | |
|---|---------------------------------|
| File | Description |
| harness1.PNG  | Y-Harness removed from X11 |
| harness2.PNG  | Y-Harness |
| beg3.pdf | Note in BEG for OBDII connector |

Cause

Tracking device or OBD monitoring device installed into OBDII connector. The VCI is connected through Y-Harness. (see attached pictures of Y-Harness)

XENTRY TIPS

Remedy

Disconnect the device and Y-Harness. Plug the VCI directly to the vehicle OBDII connector (X11) for Xentry Diagnosis procedures. For functional issues, remove device and function test system for proper function. FYI, Many fleets and private customers have these components installed including Fedex. (see attached note in BEG)

| |
|----------|
| Symptoms |
|----------|

| |
|--|
| Overall vehicle > Networking > Gateway communication > Malfunction |
|--|

| |
|--------------------------------|
| Operation numbers/damage codes |
|--------------------------------|

| Op. no. | Operation text | Time | Damage code | Note |
|---------|----------------|------|-------------|------|
|---------|----------------|------|-------------|------|