

Remote Engine Start intermittently aborts or engine stops after being started

Topic number	LI82.95-P-074415
Version	1
Function group	82.95 - Emergency call system
Date	2/22/22
Validity	BR167 with M176/M177 with code 26U/37U
Reason for change	

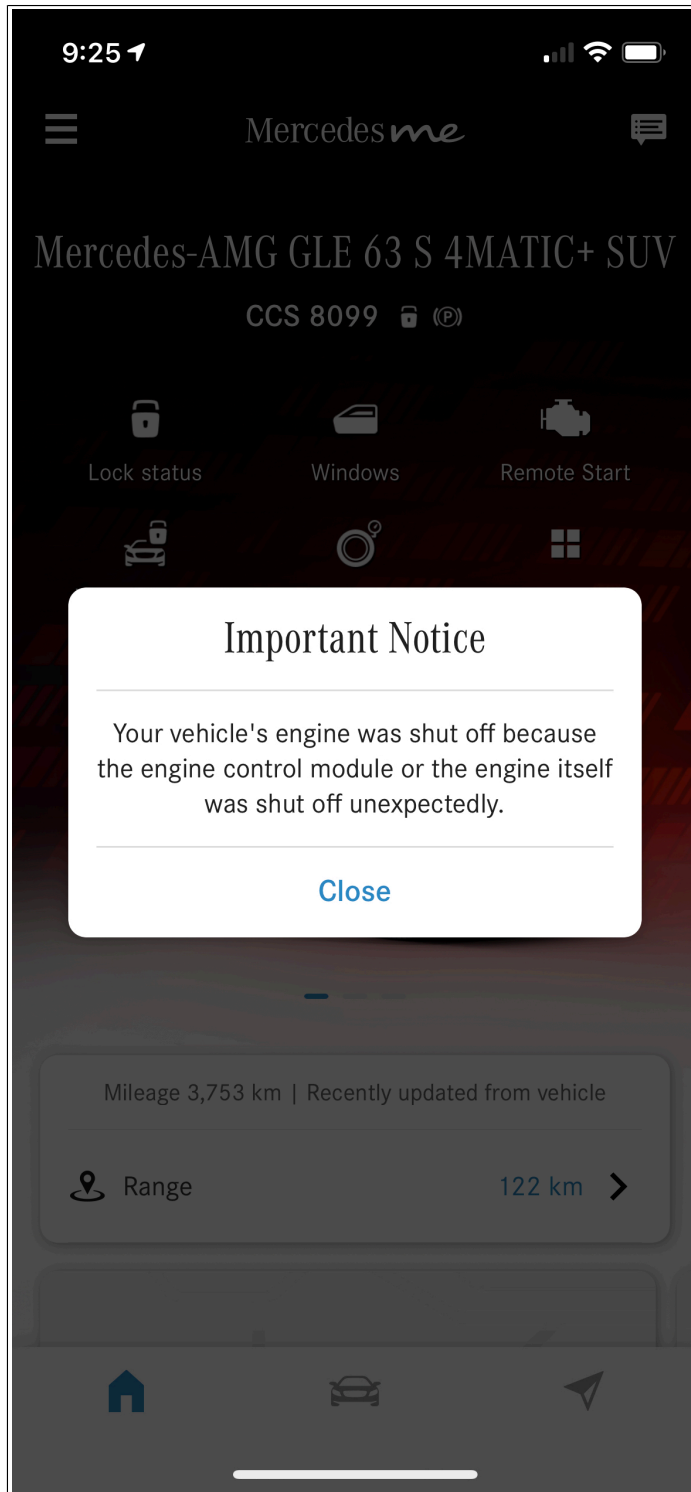
Complaint

Intermittently, engine switches off within a few seconds after being started via the Remote Engine Start (RES) command from the Mercedes me app.

The customer may receive the following message in the Mercedes me app:

"Your vehicle's engine has been switched off because the engine control unit or the engine itself was switched off permanently."

Attachments	
File	Description
file.jpeg	Mmc App Message



Cause

Engine running status signal causes Electronic Ignition Switch (EVS) to switch off the engine.

Remedy

Check the software of the EVS for two possible scenarios.

XENTRY TIPS

(1) For the following EZS software levels perform an EZS software update; do not replace any parts!

- A167 902 55 05
- A167 902 17 08
- A167 902 41 10
- A167 902 32 09

(2) For the following software level replace the EZS control module.

- A167 902 22 00
- A167 902 52 01
- A167 902 53 01
- A167 902 15 03
- A167 902 54 01
- A167 902 92 02
- A167 902 97 03
- A167 902 45 06

Note: Please refer to XENTRY Parts Information for the latest parts ordering.

In the scenario where an EZS control unit requires replacement, the following part numbers may not be ordered due hardware compatibility with the latest EZS software to remedy the symptom.

- A167 900 32 04
- A167 900 33 04
- A167 900 34 04
- A167 900 31 07
- A167 900 32 07
- A167 900 33 07
- A167 900 35 04
- A167 900 36 04
- A167 900 37 04
- A167 900 82 06
- A167 900 83 06
- A167 900 84 06
- A167 900 23 09
- A167 900 24 09
- A167 900 25 09
- A167 900 69 12
- A167 900 70 12
- A167 900 71 12
- A167 900 44 16
- A167 900 45 16
- A167 900 46 16

Symptoms
Overall vehicle > Safety and locking system > Drive authorization system DAS > Function > Malfunction
Communication/information > Telematics service > Vehicle status and configuration > Vehicle homepage > Malfunction

XENTRY TIPS

Communication/information > Telematics service > Vehicle status and configuration > Remote vehicle starting (for pre-entry climate control) > Malfunction

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8000N90	