

TO: Sales Managers, Sales Consultants, Product Concierges, Service Managers, Service Advisors	FROM: Hanna Wallace, Sales & Aftersales Quality Specialist
RE: KEYLESS-GO Customer Feedback	DATE: April 16, 2020

Dear Mercedes-Benz Dealers,

We have recently received an increased number of customer feedback regarding KEYLESS-GO. The specific issue that vehicles are temporarily unable to be started, locked, or unlocked using KEYLESS-GO sales code 889.

The customer may experience temporary loss of KEYLESS-GO functionality due to the following causes:

1. The KEYLESS-GO function of the transmitter **key has been unintentionally deactivated** by a double-press of the lock button **1**
 - A customer can tell if this is the case when the red LED (battery check lamp **2**) on the transmitter key does not flash when an attempt to lock/unlock or start the vehicle is made using KEYLESS-GO.
 - In this instance, the KEYLESS-GO function is activated again when any button on the key is pressed.

2. The KEYLESS-GO function is deactivated automatically after an internal motion sensor detects **the key remains motionless** for a period of time.
 - With the introduction of the 6th generation SmartKey on newer models (see image below) a new feature has been included.
 - This only applies to vehicles equipped with KEYLESS-GO.
 - The customer may notice that the red LED (battery check lamp **2**) on the transmitter key does not flash when an attempt to lock/unlock or start the vehicle is made using KEYLESS-GO and/or the message “Place the Key in the Marked Space See Operator’s Manual” is shown in the multifunction display when an attempt to start the vehicle is made.
 - In this instance, the KEYLESS-GO function is activated again when the key is moved.

In summary, we recommend explaining these new features to corresponding customers during delivery. This may also be an important topic to discuss during any follow-up calls after the customer has taken delivery of their vehicle. If further concerns persist, contact the workshop for more support.



- 1** Locks
- 2** Battery check lamp
- 3** Unlocks
- 4** Opens/closes the tailgate
- 5** Panic alarm

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