

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

BATTERY DISCHARGED, VEHICLE DOES NOT START - EVENT CODE U116000  
"A BUS KEEPAWAKE EVENT HAS BEEN DETECTED" IS LOGGED IN THE QUICK  
TEST



Mercedes-Benz

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

Topic number	LI54.10-P-064762
Version	9
Function group	54.10 Battery, power supply, voltage converter
Date	04-16-2018
Validity	BR 213, 238, 217 (only code 808), 222 (only code 808)
Reason for change	Change for remedy 4.

## 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.

Possible causes.

### 1. Only affects model series 213

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 896: 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

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 vehicle does not qualify for any cause above see below:

The following information is required for the analysis:

- Control unit event log of electronic ignition lock EZS (N73)
- Control unit event log of SAM-F (N10/6)
- Up-to-date no-load current measurement

Discuss the following questions with the customer:

- 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?

## Remedy

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1. Only affects model series 213

Event code: FF-FFFFFF

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

--> Flash EZS

Invoice under 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. Charge 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

Create PTSS case additionally for model series 213 and 238 (only with code 807 + code 235 + code 503)!

Invoice under damage code 8000N-90

Invoice under damage code 46262-90

5. Create PTSS case with all required documentation.

## Symptoms

### Symptom

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

## Control unit/fault code

Control unit	Fault code	Fault code description
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. _

## Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
54-1135	CHARGE BATTERY		8000N90	Flash EZS control unit N73
			8219090	Flash Key-Go control unit N69/5
			4626290	Flash EZS control unit N73