

232 - 12V message in instrument cluster and/or Mmc app

Topic number	LI54.10-P-077542
Version	2
Function group	54.10 - Battery, power supply, voltage converter
Date	5/6/24
Validity	232
Reason for change	disclaimer

Complaint

12V message comes on instrument cluster and/or Mmc app

Cause

During a park cycle, the bus takes too long to go to sleep.

Remedy

Follow guided test for U116000, if present, and perform the requested SW updates. (Refer to LI54.10-P-076896)

If U116000 is not present or after the SW updates have been performed, update the SCN coding of the EZS.

After, lock the vehicle and place the key >25 ft. away from the vehicle.

Once the vehicle is in sleep mode, approach the vehicle with the key and verify that the key is not acknowledged (door handles extend) until roughly 13ft. from the vehicle.

Once confirmed, faults can be cleared and vehicle released.

*Note - Ensure the 12V battery is fully charged before releasing the vehicle to the customer.

- Performing the test after SCN coding in the shop, may present an amplification factor and the key will still be recognized further than 13 ft. away. If this is the case, move the vehicle outside.

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Overall vehicle > Power supply > Battery/On-board electrical system > Battery/on-board electrical system display message > Battery/Alternator - Serviced Required

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note