

## Vehicle Homepage - Communication problem/data unavailable (client certificates missing after software update)

Topic number	LI54.21-P-055825
Version	1
Design group	54.21 Control modules/modules
Date	03-04-2013
Validity	451ev3 (smart electric drive 3rd generation)
Reason for change	New DAS DVD with appropriate add-on available that requires the same procedure.
Reason for block	

### Complaint:

- No communication possible via Vehicle Homepage  
(i.e. customer cannot call up vehicle data such as SOC via vh.smart.com or via smart-Phone)
- The vehicle was integrated into a PLC network. When accessing the vehicle data via the Vehicle Homepage, the current data is not displayed.
- Affects vehicles up to chassis number WME4513901K642369 after update to software VC8D (SM 5494241 Code 1208P54B76)
- The DTC P13B400 is logged in the fault memory.

### Cause:

Client certificate is missing after Software update to VC8D. A new certificate must be loaded.

### Remedy:

- DAS DVD 11/2012 with add-on 2583 must be installed, or DAS DVD 01/2013 with add-on 2654
- Call up control unit N83n1 and select "Control unit adaptations"
- Select menu item "Write Vehicle Homepage certificate in component 'N83n1 (Powerline Gateway control unit)'"
- Observe instructions in DAS - Important: Unplug charging cable from vehicle socket!
- To perform the write service you need a password which can be obtained by contacting the DAS/Xentry User Help Desk (CAC) and stating the VIN of the vehicle  
  
(each vehicle requires a different password. Each password is valid for max. 3 days)
- Enter password and follow instructions in DAS (the wait for the certificate to be written is approx. 30-60s)
- Follow the further steps in DAS when the writing is complete

Erase all faults in Powerline Gateway. When these steps are completed, you will be able to connect the vehicle to the Vehicle Homepage.

If you have any questions, please create a separate TIPS case query for each vehicle.

The full procedure is also documented with screenshots in the attachment.

Attachments	
File	Designation
Vehicle_Homepage_Zertifikat_DE_ENG.pdf	Write Vehicle Homepage certificate

Symptoms
Overall vehicle / Networking / Diagnosis/software / Current problems
Overall vehicle / Networking / Gateway communication / Malfunction
Communication/information / Communication / Internet/email / Internet function / No connection possible
Communication/information / Communication / Internet/email / Internet services / Service unavailable

Validity		
Vehicle	Engine	Transmission
451.390	780.993	*
451.490	780.993	*