
451 smart ev - customer complaints about Vehicle Homepage functions

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Version	1
Design group	82.85 Navigation and communication systems (CNS, ICS, COMAND, FleetBoard)
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Reason for change	
Reason for block	

Complaint:

Various customer complaints about Vehicle Homepage functions

The Vehicle Homepage (vh.smart.com) can communicate with the vehicle using 2 different systems.

1. For all vehicles a so-called PLGW (powerline gateway) is integrated into the on-board charger. As soon as the vehicle is connected through the charging cable to an Internet-compatible charging station (Wallbox or PLC adapter), the Vehicle Homepage can be used to communicate with the vehicle.

2. For vehicles as from production October 2012 a so-called COM module is also installed. This COM module is bolted as a separate control unit on the cockpit crossmember (passenger side) and it uses the GSM network for data transfer. To this end, a SIM card is permanently installed in the control unit. Vehicles before October 2012 production can have this COM module retrofitted.

The active functions of the Vehicle Homepage (in other words, active access to the vehicle (e.g. preconditioning)), will be available as from March 2013.

Additional descriptions/explanations on the Vehicle Homepage and the COM module are available in the attachments, apart from this it also contains the information sent to the national sales and marketing companies.

Cause:

A connection cannot be made between the Vehicle Homepage and the vehicle.

The reasons for this may be:

1. Client certificate is missing after vehicle software update to VC8D. A new certificate must be loaded.
2. A COM module is not installed
3. Software for COM module is faulty
4. Configuration of COM module with regard to antenna is wrong.

Remedy:

With regard to cause 1 - Client certificate is not available after the vehicle software update to VC8D (service fix with action number 1000800).

A new certificate has to be installed (see LI54.21-P-055825).

With regard to cause 2 - A COM module has not been installed:

Vehicles up to October 2012 production (before chassis number WME4513901K653179) are not equipped with a COM module.

Install COM module:

The instructions for doing so are available in the attachment (AZ08.20-p-0040MCC, as of 4/2013 this correct version will also be available in the WIS),

the parts required for retrofitting are entered in the table.

Important! Vehicles with Premium sound code C17

For vehicles with the Premium sound system, interference noise may be audible in connection with the COM module.

A remedy using a separate antenna is currently in preparation.

As soon as the remedy is approved, and the parts are available, this document will be updated.

With regard to cause 3 - Software for COM module faulty

Vehicles as of October 2012 production (as of chassis number WME4513901K653179) are already equipped with a COM module.

A new software can be installed for the COM module using Star Diagnosis (DVD 11/2012 with add-on 2703 or DVD 01/2013 with add-on 2704 or newer versions).

Procedure:

1. Connect DAS to vehicle 2. Select control unit for COM module 3. Install software for COM module control unit -To do so, select menu item "Systems- N112/2 (Electric vehicle communications module control unit) Control unit adaptations-Program control unit-Online (networked STAR-DIAGNOSIS unit) Xentry Flash".

With regard to cause 4- Configuration of COM module with regard to antenna is wrong:

Following installation of a COM module, Star Diagnosis must be used to conduct an initial startup (To do so, Star Diagnosis must be updated).

Depending on equipment installed a selection must be made between "Internal antenna" and "External antenna" (Antenna connector plug on the COM module control unit used/not used).

Attachments	
File	Designation
Titelblatt Praxistipp.pdf	This practical tip is available in the After-Sales Portal (www.portal.aftersales.i.daimler.com): After-Sales Portal => Workshop & Knowledge => e-mobility=> Model series => W451 smart ed Gen III => Special battery features
Infoletter Kom-Modul 130215.pdf	Dealer/MPC newsletter
AZ08 20-P-0040MCC.pdf	WIS instructions as of WIS 04/2013

Symptoms
Communication/information / Communication / Internet/email / Internet function / No connection possible
Communication/information / Communication / Internet/email / Internet services / Service unavailable

Parts							
Part number	ES1	ES2	Designation	Quantity	Note	EPC	Other make part
A 005 990 66 12			Fillister head screw with collar	3		X	
A 211 984 04 29			Thread rolling fillister head screw with collar	3		X	
A 451 545 16 40			Bracket	1		X	
A 242 900 08 01			Electric vehicle communications module control unit	1		X	

Work units				
Op. no.	Operation text	Time	Damage code	Note
54-0991	CONTROL UNIT:.....INSTALL SOFTWARE (AFTER QUICK TEST)		8209Z 90	
54-1011	PERFORM QUICK TEST		8209Z 90	
08-1210	RETROFIT COMMUNICATIONS MODULE CONTROL UNIT			

WIS-References			
Document number	Title	Note	Allocation
AZ08.20-P-0040MCC	Retrofit communications module control unit		Remedy

Validity		
Vehicle	Engine	Transmission
451.390	*	*
451.490	*	*