

Automatic emergency call triggered for no obvious reason

Topic number	LI82.95-P-064353
Version	1
Design group	82.95 Emergency call systems
Date	06-22-2016
Validity	Model 117, 156, 166, 242 with Mercedes-Benz mbrace® (code 348)
Reason for change	
Reason for block	

Complaint:

The automatic emergency call was triggered without any identifiable external influence. A voice connection to the Verizon Emergency Call Center is established.

Cause:

The cause is currently being analyzed.

Remedy:

To assist with the analysis, we would ask you to get the customer to answer the following questions as best he/she can. Then create a PTSS case including the list of questions answered by the customer, a complete Quick Test, screen shot of the call log in the actual values from mbrace, a control unit log of SRS and mbrace.

List of questions:

- Was the vehicle locked?
- What was the status of the ignition (ignition off/on, engine started)?
- If anybody was inside the vehicle, how many people and in which seats?
- How did the customer realize that an emergency call had been triggered? Where was he/she at the time?
- Was the vehicle driven during the emergency call?
- If yes: For how long was the vehicle moved before the emergency call was triggered and what was the traffic like (traffic jam, stop & go, clear road, dense traffic, etc.)?
- If no: For how long and where was the vehicle stationary before the emergency call was triggered?
- Were there any noticeable incidents during the last trip before the emergency call?
- What were the road conditions like during the last trip before the emergency call?
- What was the weather like at the time?
- Were there any other messages in the instrument cluster or any complaints with the vehicle in the time leading up to the triggering?
- For model 242 only: Was the vehicle being charged during/before the emergency call?

Symptoms

Communication/information / Communication / Telematics service / Emergency call / Operates without obvious cause

Control unit/fault code

XENTRY TIPS

Control unit	Fault code	Fault text
N123/4 - mbrace or TELEAID (DTA) (XLCT) (GL/GLS (166), M/GLE (166))	-	-
N123/4 - mbrace or TELEAID - Emergency call (DTA) (XLC-TECL) (GL/GLS (166),M/GLE (166))	-	-
N123/4 - mbrace or TELEAID - MB Info / Breakdown assistance (DTA) (XLCTSERV) (GL/GLS (166),M/GLE (166))	-	-