

"Remote Start" service on the mbrace® mobile app is in-operative or partially available since delivery of the vehicle

Topic number	LI82.85-P-063849
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	04-11-2016
Validity	Model X166 with code 806 (MY16) and code 348 (from VIN #A647973 to VIN #A706362) and model 117, 156 with code 348
Reason for change	
Reason for block	

Complaint:

In the Mercedes-Benz mbrace® mobile app, the "Remote Start" service is displayed, but the function is not supported in model X166. In models 117/156 the function may only run within a certain time window after vehicle shut down.

Attachments	
File	Description
mbraceApp.jpg	Mercedes-Benz mbrace app home screen

Cause:

SCN coding of mbrace control unit (N123/4).

Note:

Due to the SCN coding of the mbrace control unit (N123/4), the "Remote Start" function is offered in the mbrace® mobile app in the affected vehicles although the vehicle does not completely support this service.

Remedy:

Perform SCN coding of mbrace control unit (N123/4) using XENTRY Diagnosis. After SCN is complete, contact Verizon Telematics Dealer Support and request they restart the registration as per this LI document.

This deactivates the service in the Mercedes-Benz mbrace® app and it will no longer be displayed.

Note:

At the end of 05/2016, an update will be performed at Verizon which will deactivate the display of the service in the Mercedes-Benz mbrace® mobile app for the affected vehicles.

Symptoms
Communication/information / Communication / Internet/email / Internet services / Service unavailable
Communication/information / Communication / Telematics service / Activation/deactivation / Telematics service cannot be activated/deactivated
Communication/information / Communication / Telematics service / Vehicle status and configuration / Vehicle homepage / Limited function
Communication/information / Communication / Telematics service / Vehicle status and configuration / Vehicle function programming / Programming not possible

XENTRY TIPS

Control unit/fault code		
Control unit	Fault code	Fault text
N123/4 - mbrace (PASS166)	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8209Z 90	

Attachments

mbraceApp.jpg:



XENTRY TIPS
