

## Message "SOS - Service Not Activated" in instrument cluster

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Topic number	LI82.85-P-065949
Version	2
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-06-2017
Validity	BR 117, 156, 166, 172, 176, 190, 205, 207, 213, 217, 218, 222, 231, 238, 242, 246, 253, 292 with SA code 360 (HERMES communication module UMTS), 362 (HERMES communication module LTE) or 364 (HERMES communication module UMTS for Russia)
Reason for change	Adjustment of registration error TOC47
Reason for block	

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### Complaint:

Message "SOS - Service Not Activated" in instrument cluster  
MB connect services indicate "pending activation".  
MB Apps, Internet Radio, LiveTraffic, iCall/S24h Call inoperative.

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### Notes:

- The event code B15CE00 is active and stored.
- The emergency call function (eCall) still operates.

### Cause:

The over-the-air registration (OTAR) with the Backend has failed or was not completed.

This complaint can have several causes.

In XENTRY Diagnosis, access the "Actual values" menu of the HERMES control unit and read out the "Registration status".

The fault profile can be localized under Activation status -> Registration status.

- 1) a) Error when replacing certificate (CEP.36)  
b) Error when replacing certificate (CEP.3C)
- 2) Registration not successful (TOC.47)
- 3) All other errors, e.g. Error in data connection (DC.24)

Attachments	
File	Description
Status of registration in Xentry Diagnosis.jpg	Status of registration in XENTRY Diagnosis
Status der Registrierung in Xentry Diagnose.jpg	Status of registration in XENTRY Diagnosis

### Remedy:

Note: For registration with the Backend, it must be ensured that the vehicle has adequate GSM and GPS reception.

- 1) Perform recommissioning with XENTRY Diagnosis and then conduct a brief test drive. If this is not effective, please create a PTSS case. Attach a current quick test report, a control unit log of HERMES and the actual value to the PTSS case.
- 2) Perform recommissioning with XENTRY Diagnosis. Then reset the initial authorization certificate of HERMES.

# XENTRY TIPS

Due to a cache in the Daimler Vehicle Backend, the registration process can be delayed by 24h.

After 24h perform a brief test drive. If registration has still not been successful, please create a PTSS case. Attach a current quick test report, a control unit log of HERMES and the actual value to the PTSS case.

3) Please create a PTSS case. Attach a current quick test report, a control unit log of HERMES and the actual value to the PTSS case.

Attachments	
File	Description
Reset Initiales Autorisierungszertifikat.jpg	Reset of initial authorization certificate of HERMES
reset initial authorization certificate.jpg	Reset of initial authorization certificate of HERMES

Symptoms
Communication/information / Communication / Telematics service / Vehicle status and configuration / Remote door unlocking/locking / Nonfunctional
Communication/information / Communication / Telematics service / Accident and breakdown management / Cannot connect call
Communication/information / Communication / Telematics service / Customer hotline / MB-Info button nonfunctional
Communication/information / Communication / Telematics service / Customer hotline / Cannot connect call
Communication/information / Communication / Internet/email / Internet function / No connection possible
Communication/information / Communication / Internet/email / Internet services / Service unavailable
Communication/information / Communication / Internet/email / Internet services / Surfing the Internet is unavailable
Communication/information / Communication / Telematics service / Activation/deactivation / Control unit cannot be activated/deactivated
Communication/information / Communication / Telematics service / Activation/deactivation / Telematics service cannot be activated/deactivated
Communication/information / Communication / Telematics service / Activation/deactivation / SIM card disabled
Communication/information / Communication / Telematics service / Activation/deactivation / SIM card is not detected
Communication/information / Communication / Telematics service / Vehicle status and configuration / Vehicle homepage / Nonfunctional
Communication/information / Communication / Telematics service / Locating services / Vehicle position/vehicle locating / Nonfunctional
Communication/information / Communication / Telematics service / Activation/deactivation / No connection possible
Communication/information / Communication / Telematics service / Activation/deactivation / MB-App cannot be activated/deactivated
Communication/information / Communication / Telematics service / Vehicle status and configuration / Remote vehicle status query / No display/message
Communication/information / Communication / Telematics service / Vehicle status and configuration / Vehicle function programming / Programming not possible

Control unit/fault code		
Control unit	Fault code	Fault text
N112/9 - Control unit for telematics services (HERMES) (E (213),CLS (218),A (176),GL/GLS (166),GLE (292),S (217),B (242, 246),S (222),CLA	B15CE00	Registration on the server for telematics services has failed. _

# XENTRY TIPS

(117),SLK/SLC 172,SL (231),GLA (156),AMG GT (190),C (205),E (207),M/GLE (166),GLC (253))		
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Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-0991	PROGRAM AND CODE CONTROL UNIT ... (AFTER QUICK TEST)	0.3	8209Z 90	Please use operation number in case of "commissioning"

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
AMG GT (190)	*	*
B (242, 246)	*	*
C (205)	*	*
CLA (117)	*	*
CLS (218)	*	*
E (207)	*	*
E (213)	*	*
E (238)	*	*
GL/GLS (166)	*	*
GLA (156)	*	*
GLC (253)	*	*
GLE (292)	*	*
M/GLE (166)	*	*
S (217)	*	*
S (222)	*	*
SL (231)	*	*
SLK/SLC 172	*	*

Attachments
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# XENTRY TIPS

Status of registration in Xentry Diagnosis.jpg:

**XENTRY Diagnostics** - Mercedes-Benz

Diagnosis > N112/9 - Control unit for telematics services (HERMES)

Version | Error codes / Events | **Actual values** | Actuators | Adaptations | Control unit log | List of fault codes | Tests | Author data

**Selection**

- Power supply / Environmental data
- Buttons
- Wheel positions
- GPS data
- Cellular telephone system and data communications
- Activation status**
- Telematic services
- >>> Entwicklungsdaten

**Actual values**

No.	Name	Actual value	Specified value
026	Reception field strength Cellular telephone system	0%	
727	Operating condition	OPERATING	
880	Status of registration	Error when replacing certificate (CEP.36)	SUCCESSFUL
958	Process of registration in current ignition cycle	COMPLETED	COMPLETED
028	Status of authorization certificate	Initial authorization certificate NO LONGER VALID	Initial authorization certificate VALID, Authorization certificate VALID
638	VIN stored in control unit		
985	EUICC	1234567890123456	7890123456789012

**Information**

Stop monitoring | Information | Table | Bar graph | Line graph

Logged in: DSIEMER | WDD2130501A000232 | 213.050 | E (213) | E: 274.920 | T: All

Status der Registrierung in Xentry Diagnose.jpg:

**Component HERMES\_ODX**

N112/9 - Steuergerät für Telematikdienste (HERMES)

Version | Fehlercodes / Ereignisse | **Istwerte** | Ansteuerungen | Anpassungen | Steuergeräteprotokoll | Liste der Fehlercodes | Prüfungen | Erstellerdaten

**Auswahl**

- Spannungsversorgung / Umgebungsdaten
- Tasten
- Radpositionen
- GPS-Daten
- Mobilfunk und Datenkommunikation
- Aktivierungsstatus**
- Telematikdienste
- >>> Entwicklungsdaten

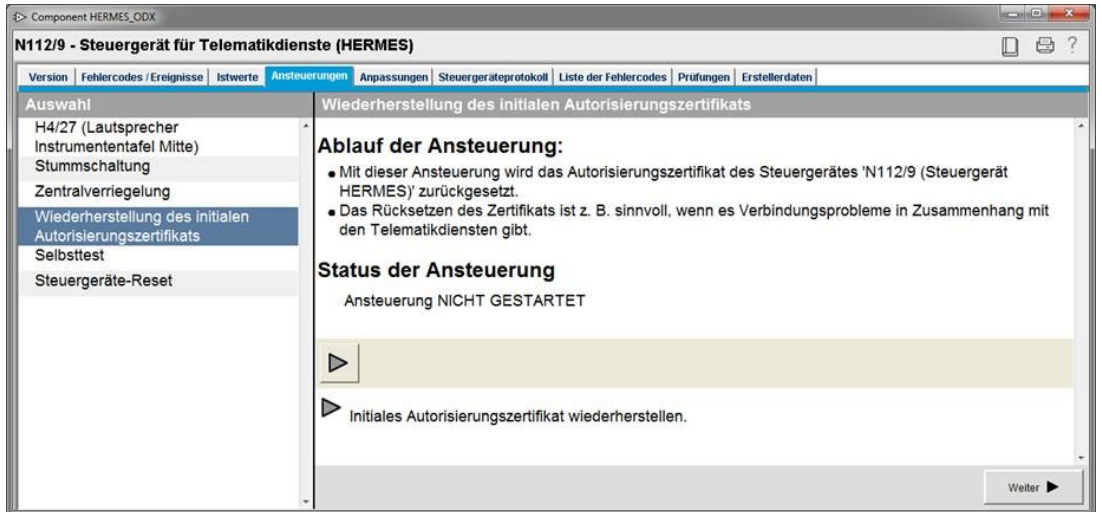
**Aktivierungsstatus**

Nr.	Name	Istwert	Sollwert
026	Empfangsfeldstärke Mobilfunk	0%	
727	Betriebszustand	IN BETRIEB	
880	Status der Registrierung	Registrierung beim Servicedienstleister NICHT ERFOLGREICH (TOC.40)	ERFOLGREICH
958	Prozess der Registrierung im aktuellen Zündungszyklus	BEENDET	BEENDET
028	Status des Autorisierungszertifikats	Initiales Autorisierungszertifikat NICHT MEHR GÜLTIG	Initiales Autorisierungszertifikat GÜLTIG, Autorisierungszertifikat GÜLTIG
638	Im Steuergerät gespeicherte FIN		
985	EUICC	123456789012345	

**Information**

Monitoring stoppen | Information | Tabelle | Balken Diagramm | Linien Diagramm

Reset Initiales Autorisierungszertifikat.jpg:



reset initial authorization certificate.jpg:

