

Remote Engine Start Feature Inoperative

Topic number	LI82.95-P-065940
Version	2
Function group	82.95 Emergency call system
Date	10-26-2017
Validity	117 and 156 equipped with EIS part number A246 905 48 03
Reason for change	Remedy and solution availability updated
Reason for block	

Complaint:

The Remote Engine Start feature of Mercedes Me is inoperative, even though all remote start prerequisites are met. All other Mercedes Me functions work normally. The app may return an error "Remote start for your [model] is unable to initiate because of a technical issue on our end. Please wait a few moments and try again." (see attached picture RemoteStartErrorEIS.JPG).

Attachments	
File	Description
RemoteStartErrorEIS.JPG	Message from mercedes me app

Cause:

Software condition on the Electronic Ignition Switch (EIS, N73).

Remedy:

Engineering is working on a remedy (new EIS Hardware), however the expected resolution may only be available in January 2018.

Do not replace parts:

Replacing the EIS with the current part successor will not remedy this condition. This is due to the required compatible software for the EIS, should the new EIS Hardware become available earlier than January 2018, this LI will be updated accordingly.

Symptoms
Communication/information / Communication / Internet/email / Internet services / Service unavailable

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 246 905 72 03			Electronic Ignition Switch	1	Availability delayed	X

XENTRY TIPS

Attachments

RemoteStartErrorEIS.

JPG:

- Remote Start failed to initiate.

Remote Start for your GLA250W4 is unable to initiate because of a technical issue on our end. Please wait a few moments and try again.

*Other conditions may apply

OK