

Info-Call/S24H-Call/MB Contact: Change of language setting at customer request

Topic number	LI82.85-P-068445
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	07-23-2018
Validity	BR 117, 156, 166, 172, 176, 205, 207, 213, 217, 218, 222, 231, 238, 242, 246, 253, 292 with SA code 360 (HERMES communication module UMTS) or 362 (HERMES communication module LTE)
Reason for change	
Reason for block	

Complaint:

The customer wants to change the Service Call numbers so that he is spoken to in his preferred language when making a call via the Info or S24H button or via MB Contact.

Cause:

Customer request.

Remedy:

Manual change of the language setting in control unit N112/9 - control unit for telematics services (HERMES).

The menu can be found under "Control unit for telematics services -> Adaptations -> Configuration -> Manual settings -> Language setting"

We recommend that you only change the language to that of the country where the vehicle is located.

Costs may not be invoiced via warranty and goodwill.

Note: Please note that this is a subsequently implemented solution in order to meet customer requests. For this reason, impairments or restrictions of functionalities cannot be ruled out.

If this is the case and if it is not accepted by the customer, then the original condition must be restored.

Important: This manual change does not apply for vehicles with code 06U (vehicles with communication module N112/1). For these vehicles it is not possible to change the Service Call numbers manually.

Attachments	
File	Description
XENTRY Menü Spracheinstellung.jpg	XENTRY Menü Spracheinstellung
XENTRY Menu Language Setting.jpg	XENTRY Menu Language Setting

XENTRY TIPS

Symptoms
Communication/information / Telematics service / Accident and breakdown management / Cannot connect call
Communication/information / Telematics service / Customer hotline / Cannot connect call