

Request for Deactivation of Telematics Control Unit (HERMES)

Topic number	LI82.95-P-068384
Version	1
Function group	82.95 Emergency call system
Date	08-01-2018
Validity	Mercedes me connect equipped vehicles - All MY19 and newer equipped with HERMES 112/9 and select MY18 166.058 and 166.057 with option code 1P5
Reason for change	
Reason for block	

Complaint:

Customer has requested the operation of Telematics Control Unit (HERMES) to be deactivated.

Cause:

The process of deactivation is only permitted to be done through a Mercedes-Benz Authorized Workshop.

There is special deactivation process for the HERMES control unit (N112/9). Before deactivating a HERMES control unit (N112/9) the attached form must be read and signed by the owner of the vehicle.

Remedy:

1. Open an XSF case using the symptom of this document.
2. Attach a signed copy of consent form.
3. Request Deactivation of HERMES to be entered in the vehicle's data card. This can only be performed by the UHD (XSF case) with special VeDoc write permissions.
4. Please performed the following operation steps in XENTRY Diagnosis (are available after VeDoc changes are made by the UHD):
 - 4.a) Connect XENTRY Diagnostics.
 - 4.b) Select HERMES control unit (N112/9).
 - 4.c) Perform "deactivation" in the HERMES control unit (N112/9).
 - Select the menu item Adaptations → Teach-in processes and follow the given instructions.
 - Once deactivation has been successfully performed, the HERMES control unit (N112/9) is in "Out of service" operating status.
 - The audio/COMAND display (A40/8) then shows "SOS not ready" (except for NTG5*1 and NTG5*2).
 - 4.d) The workshop must also affix an adhesive sticker to the emergency call system button after opening the cover. Do not apply the sticker to the cover. This is ordered through parts department, see part number below.

Attachments

XENTRY TIPS

File	Description
MBUSA Deactivation_customer_declaration_EN_FINAL.pdf	Consent form

Symptoms
Communication/information / Telematics service / Activation/deactivation / Control unit cannot be activated/deactivated

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
BQ4980140			Sticker for SOS button deactivation	1		

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
02-5058	BATTERY CHARGER	0.1	21645 00	
02-9446	CODING IN HERMES	0.1	21645 00	
02-4762	CONNECT XENTRY	0.1	21645 00	
02-3952	XSF	0.2	21645 00	

PART 1

Confirmation of Customer Request for Deactivation of Telematics Control Unit (“Customer Confirmation”)

- DEALER INSTRUCTIONS -

1. Please ensure that the individual signing the ***Customer Confirmation*** (PART 2) requesting to deactivate the telematics control unit is the legal owner of the vehicle or is authorized by the legal owner to deactivate the telematics control unit.
2. Once signed by the customer, take three (3) photocopies of PART 2 and PART 3 of the Customer Confirmation (pages that follow).
3. Keep the original and one full copy for your records for audit purposes.
4. Provide one copy to the Customer;
5. Take the third copy and separate PART 2 at the dotted line.
6. Carefully attach PART 2 to the owner's manual at the beginning of the emergency call system (“eCall”) section.
7. Ensure PART 2 is firmly secured to the owner’s manual. It should not be obstructing any language contained in the owner’s manual.
8. **A copy of this complete form must be kept in the repair documents.**

PART 2 - Customer Confirmation - Request for Deactivation of Telematics Control Unit

At the express request of _____ ("Customer") the Telematics Control Unit ("Communication Module") shall be deactivated on _____.20____ for the vehicle identified below (Vehicle):

Model/Year: _____ License plate number: _____

Vehicle identification no. (VIN): _____

Customer confirms that he/she is the Vehicle owner or has submitted a power of attorney of the owner of the Vehicle.

Customer acknowledges that reactivation of the Communication Module can be completed at Customer's request and cost by an authorized Mercedes-Benz workshop.

Customer confirms that he/she has read and agreed to PART 3 below (the, "Release").

MY SIGNATURE BELOW CONFIRMS THAT I UNDERSTAND THE RISKS INVOLVED WITH MY DEACTIVATION REQUEST AND I HAVE READ AND UNDERSTAND THE RELEASE AND AGREE TO ITS TERMS. I UNDERSTAND THAT THAT IT IS A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

Acknowledged and agreed to by:

Customer Signature

Date

Witness name:

Date

Witness Signature:

Communication Module Deactivation completed by:

Dealership

Service Manager Signature

Date

Part 3 - Informed consent, exemption and action

- (1) Customer understands, acknowledges, accepts and assumes the following risks associated with the deactivation of the Communication Module in the Vehicle, which include but are not limited to:
 - The occupants of the Vehicle shall no longer have access to the Mercedes-Benz emergency call system, ("eCall"). Accordingly, the Vehicle will be unable to issue an automatic emergency call and the Customer will not be able to send a manual emergency call;
 - Mercedes me connect services will not be available;
 - Mercedes-Benz USA, LLC will not be able to provide rescue or emergency services via the eCall system or initiate any rescue measures in the event of an emergency. Accordingly, you will have to arrange for alternative means of contacting emergency services, which may result in delay or inability to obtain emergency response;
 - All call buttons in the Vehicle (information-Call, breakdown-call, and/or Me-call buttons) will be inoperable;
 - All additional Vehicle services/functions that require a mobile network connection (such as "Information call", "Service call", "Live Traffic", "Internet" and all additional services/functions i.e. MB Apps, SNAP services and In-Car WiFi) will be inoperable.
- (2) Notwithstanding the risks, Customer consents to the deactivation of the Communication Module by signing PART 2 above.
- (3) Customer on behalf of itself, and its heirs, executors and administrators agrees to unconditionally release and forever discharge, Daimler AG, Mercedes-Benz USA, LLC, their related companies and authorized dealer network, including all of their officers, directors, employees and suppliers, from any and all liability for any loss, claims, damage, expense or injury on account of or related to the deactivation of the Communication Module.
- (4) The Customer also undertakes:
 - To ensure PART 2 is always included in the operator's manual for the Vehicle:

- To explain the change and communicate the associated risks described above in full to other users and occupants of the Vehicle;
- To ensure that any reactivation of the "Mercedes-Benz emergency call" function is only completed by an authorized Mercedes-Benz dealer when selling the Vehicle.
- In the event of a private sale, Customer must disclose the de-activated state of the Communication Module and the above consequences to the purchaser, and the purchaser's ability to have the module reactivated by an authorized Mercedes-Benz dealer at the purchaser's cost.
- To ensure that the sticker adhered to the vehicle's SOS button, by the Mercedes-Benz workshop in order to indicate that the Communication Module is inactive, is not removed.