

"SOS nonfunctional" message in instrument cluster and/or head unit

Topic number	LI82.85-P-068721
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	08-27-2018
Validity	MODEL 177 with SA code 362 (HERMES LTE communication module)
Reason for change	Change to remedy, damage code and adaptation of country distribution.
Reason for block	

Complaint:

"SOS nonfunctional" message in instrument cluster

"SOS nonfunctional" message in head unit

The following fault codes are active and stored in the N112/9 - control unit for telematics services (HERMES):

B15C731 The "Emergency call system" button has a malfunction

B15CA31 The "MB-Info" button has a malfunction

B15CC31 The "Mercedes Benz Service 24H" button has a malfunction

Attachments	
File	Description
SOS without function BR177.jpg	"SOS nonfunctional" message in instrument cluster

Cause:

Software error in control unit N70 (overhead control panel).

Remedy:

Please press the light buttons on the overhead control panel or the Mercedes-Benz "me" button. For the latter, the call does not need to be fully established, its can be interrupted straight away.

Please do not replace any parts. You will be notified through this LI as soon as a remedy is available.

Symptoms
Communication/information / Telematics service / Emergency call / Malfunction

Control unit/fault code

XENTRY TIPS

Control unit	Fault code	Fault text
N112/9 - Control unit for telematics services (HERMES)	B15C731	The button 'Emergency call system' has a malfunction. The signal is not present.
N112/9 - Control unit for telematics services (HERMES)	B15CA31	The button 'MB-Info' has a malfunction. The signal is not present.
N112/9 - Control unit for telematics services (HERMES)	B15CC31	The button 'Mercedes-Benz Service24h' has a malfunction. The signal is not present.

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			82302 90	

Attachments

SOS without function
BR177.jpg:

