

## Message "Mercedes me connect services limited. See owner's manual" in instrument cluster multifunction display

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Topic number	LI54.30-P-066410
Version	3
Function group	54.30 Instrument cluster, display instruments, hazard warning device
Date	05-21-2019
Validity	Model 117, 118, 156, 176, 177, 242, 246, 247, 172, 190, 231, 205, 253, 166, 167, 292, 213, 218, 238, 222, 217, 257, X290, 293, 463 with HERMES communication module (code 360, 362, 364)
Reason for change	Extension: Model series validity and distribution (worldwide)
Reason for block	

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### Complaint:

After every ignition cycle, the multifunction display in the instrument cluster may show the message "Mercedes me connect services limited. See owner's manual" (see picture in attachment).

Attachments	
File	Description
picture limitedservices.JPG	Picture: Limited service message in instrument cluster

### Cause:

This is a status message. It appears whenever a diagnostic unit, e.g. XENTRY Diagnostics or a third-party adapter from the free accessories trade, is connected to the on-board diagnosis (OBD) interface, triggering diagnostic queries on the diagnostics CAN.

The message informs the driver that in this state the Mercedes me connect basic services, such as maintenance management, telediagnosis and other services, no longer function or function only to a limited extent.

In addition, the vehicle owner's manual provides information about further possible vehicle problems under "General information" and the heading "Diagnostics connection". When the diagnostic unit or the third-party adapter is removed and the bus is idle, the message no longer appears.

NOTE: In some cases, third-party adapters may also be connected in series with the OBD socket behind the paneling (see picture in attachment). In seldom instances a third-party hardware is detected, although none is installed in the vehicle. There is no impairment to the vehicle function with one-time detection. In this case, the message is no longer shown after bus idle (ignition off, vehicle locked for approx. 30 minutes).

Attachments	
File	Description

# XENTRY TIPS

picture\_adapter.JPG

Picture: Third-party adapter installed behind paneling  
Picture: Third-party adapter installed behind paneling.

## Remedy:

Check whether a third-party adapter is being used in the vehicle (visual inspection of OBD interface/ ask the customer if necessary).

In fleet vehicles it is quite normal for a third-party adapter to be installed (e.g. insurance requirements, fleet management etc.)

If a third-party adapter is being used in the vehicle, explain the reason for the message to the customer.

NOTE: Please do not remove/install/replace any control units

## Symptoms

Communication/information / Information display / Displays / Multifunction display / Multifunction display, error messages / Implausible messages despite properly functioning message systems

Communication/information / Telematics service / Maintenance and telediagnosis / Maintenance data are not transferred

Communication/information / Telematics service / Maintenance and telediagnosis / Telediagnosis data are not transferred

## Attachments

picture limitedservices.JPG:



# XENTRY TIPS

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picture\_adapter.JPG:

