

Fault message when opening MB Apps "Data connection temporarily unavailable"

Topic number	LI82.85-P-069955
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-26-2019
Validity	MODEL 253 with NTG5*2 and code 531 (COMAND), code 809 (modification year 18/1), and MMC active
Reason for change	
Reason for block	

Complaint:

After opening MB Apps the fault message "Data connection temporarily unavailable" may appear.

LiveTraffic and Mercedes me connect services are functional.

Attachments	
File	Description
Data connection temporarily unavailable.jpg	Error message when opening MB Apps

Cause:

Inaccurate roaming setting in variant coding of N112/9 - control unit for telematics services (HERMES).

Remedy:

Please use XENTRY Diagnosis to perform SCN coding of N112/9 - Control unit for telematics services (HERMES).

Symptoms
Communication/information / Communication / Internet/email / Internet function / No connection possible
Communication/information / Communication / Internet/email / Internet services / Service unavailable
Communication/information / Telematics service / Activation/deactivation / MB-App cannot be activated/deactivated

Attachments

XENTRY TIPS

Data connection temporarily unavailable.jpg:

