

SOS display illuminates - poor radio and GPS reception or no reception at all (vehicle with code E4A)

Topic number	LI82.85-N-070620
Version	1
Function group	82.85 Navigation and Communication systems
Date	12-04-2019
Validity	Model 907 with code E4A (antenna interface for radio, navigation and cellular telephone system)
Reason for change	Topic and cause updated
Reason for block	

Complaint:

The SOS display in the instrument cluster (A1) illuminates permanently.

Poor radio and GPS reception or no reception at all.

Info: Fault code B142E31 may be present in the HERMES control unit (N112/9).

Cause:

Pay attention to the vehicle's equipment! The vehicle is equipped with code E4A (antenna interface for radio, navigation and cellular telephone system), see equipment description for code E4A in the attachment.

Information: Radio and GPS signals cannot be received if a non-specified antenna is connected, or a specified antenna is not connected, to the antenna interface for the radio, navigation and cellular telephone system.

Attachments	
File	Description
Description Code E4A.pdf	Description of code E4A

Remedy:

Install a specified antenna in accordance with the "Electrics/electronics → antennas" section in the body/equipment mounting directives for vans (see attachments).

Info: At present, the body/equipment mounting directives for vans (model 907) in English (03.pdf or 04.pdf).

Note: If the complaint was caused by the installation of a non-specified antenna, or due to a specified antenna not being connected to the antenna interface for radio, navigation and cellular telephone system, then replacing the component parts or invoicing material or wage costs through warranty or goodwill is not permissible.

Attachments	
File	Description

XENTRY TIPS

03.pdf	Body/equipment mounting directives for vans (model 907) – section "Electrics/ Electronics → Antennas" (English).
04.pdf	Body/equipment mounting directives for vans (model 910) – section "Electrics/ Electronics → Antennas" (English).

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / No satellite reception
Communication/information / Communication / Navigation / Navigation - Function / Route guidance incorrect/implausible
Communication/information / Entertainment / Radio / Poor reception
Communication/information / Entertainment / Radio / Cuts out intermittently
Communication/information / Telematics service / Emergency call / No/faulty vehicle position transferred
Communication/information / Telematics service / Locating services / Vehicle position/vehicle locating / No satellite reception
Communication/information / Telematics service / Emergency call / Malfunction

Control unit/fault code		
Control unit	Fault code	Fault text
N112/9 - Communication module 'Telematics services' HERMES (Code: EY3)	B142E31	The GPS antenna has a malfunction. The signal is not present.

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*