

SOS Light Active and / or Mercedes Pro Connect Services Cannot be Activated

Topic number	LI82.95-N-070639
Version	2
Function group	82.95 Emergency call system
Date	12-10-2019
Validity	Sprinter 907.xxx with code JH3 (Communication module (LTE) for digital services
Reason for change	Validity Corrected
Reason for block	

Complaint:

SOS warning message present in the instrument cluster and / or Mercedes Pro Connect services cannot be activated

Cause:

Incomplete Authorization Status of the HERMES control unit (see Incomplete HERMES authorizatn.JPG)

Attachments	
File	Description
Incomplete HERMES authorization.jpg	Example of incomplete HERMES authorizations

Remedy:

- Perform initial startup of the HERMES module (N112/9) again
- Clear vehicle fault memories

NOTE:

- If the customer does not have active Mercedes Pro Connect account work steps are complete
- If the customer has an active Mercedes Pro Connect account, services may have to be reactivated on the back end.

This can be done by contacting Mercedes Pro Connect support at +1-877-762-8267 or by email at mproconnect.usa@cac.mercedes-benz.com

Symptoms
Communication/information / Telematics service / Emergency call / SOS button is nonfunctional
Communication/information / Telematics service / Emergency call / No/faulty vehicle position transferred
Communication/information / Telematics service / Emergency call / No/faulty vehicle data transferred
Communication/information / Telematics service / Emergency call / SOS button flashes
Communication/information / Telematics service / Activation/deactivation / Telematics service cannot be activated/deactivated

XENTRY TIPS

Communication/information / Telematics service / Emergency call / Malfunction

Communication/information / Telematics service / Activation/deactivation / Malfunction

Control unit/fault code

Control unit	Fault code	Fault text
N112/9 - Communication module 'Telematics services' HERMES (Code: EY3)	-	-

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
54-0650	ON-BOARD POWER SUPPLY VOLTAGE MAINTAIN	0.1		
54-1011	PERFORM QUICK TEST	0.2		
54-0992	CODE CONTROL UNIT HERMES (AFTER QUICKTEST)	0.1	8209Z 52	

Validity

Vehicle	Engine	Transmission
Sprinter 907	*	*

Attachments

Incomplete HERMES authorization.jpg:

XENTRY



No.	Name	Actual value
☐ 386	Authorization status - Emergency call AUTOMATIC	NOT AUTHORIZED
☐ 859	Authorization status - Emergency call MANUAL	NOT AUTHORIZED
☐ 406	Authorization status - MB Info	NOT AUTHORIZED
☐ 464	Authorization status - Breakdown assistance	NOT AUTHORIZED
☐ 748	Authorization status - Vehicle remote locking	NOT AUTHORIZED
☐ 289	Authorization status - Vehicle remote unlocking	NOT AUTHORIZED
☐ 948	Authorization status - Stolen vehicle tracking	NOT AUTHORIZED
☐ 618	Authorization status - Anti-theft alarm system	NOT AUTHORIZED
☐ 313	Authorization status - Geographical vehicle monitoring	NOT AUTHORIZED
☐ 428	Authorization status - Vehicle speed warning	NOT AUTHORIZED
☐ 700	Authorization status - Vehicle search	NOT AUTHORIZED
☐ 191	Authorization status - COMAND Online	NOT AUTHORIZED
☐ 626	Authorization status - Search & Send	NOT AUTHORIZED
☐ 257	Authorization status - TELEDIAGNOSIS	AUTHORIZED
☐ 775	Authorization status - Panic alarm	NOT AUTHORIZED
☐ 768	Authorization status - Engine start	NOT AUTHORIZED
☐ 529	Authorization status - State of charge	AUTHORIZED
☐ 505	Authorization status - Remote Park-Pilot	NOT AUTHORIZED
☐ 727	Operating mode	Workshop mode
☐ 880	Status of registration	SUCCESSFUL