

Invalid "service due" instrument cluster message, head unit pop-up, or MMC service lead email

Topic number	LI00.20-P-070791
Version	1
Function group	00.20 Maintenance, service system (FSS, ASSYST)
Date	01-23-2020
Validity	Model series 177, 247, 118, 167, and 293
Reason for change	
Reason for block	

Complaint:

The following customer complaints may be noted:

- "Service A/B Due" message is displayed in the instrument cluster before the appropriate mileage is reached
- "Service A/B Due: Do you want to make an appointment?" pop-up message in the head unit display (see attachment) before the appropriate mileage is reached
- "Your Mercedes-Benz _ is due for service." MMC service lead email (see attachment) is sent to the customer before the appropriate mileage is reached

Attachments	
File	Description
service lead popup example.jpg	Service Lead head unit pop-up
MMC service lead email example.jpg	MMC Service Lead email example

Cause:

Improper mileage synchronization between the electronic ignition lock, instrument cluster, and the central powertrain controller

Remedy:

New Central Powertrain Controller (CPC) software is currently in development. This document will be updated when the software is made available via XENTRY Diagnosis.

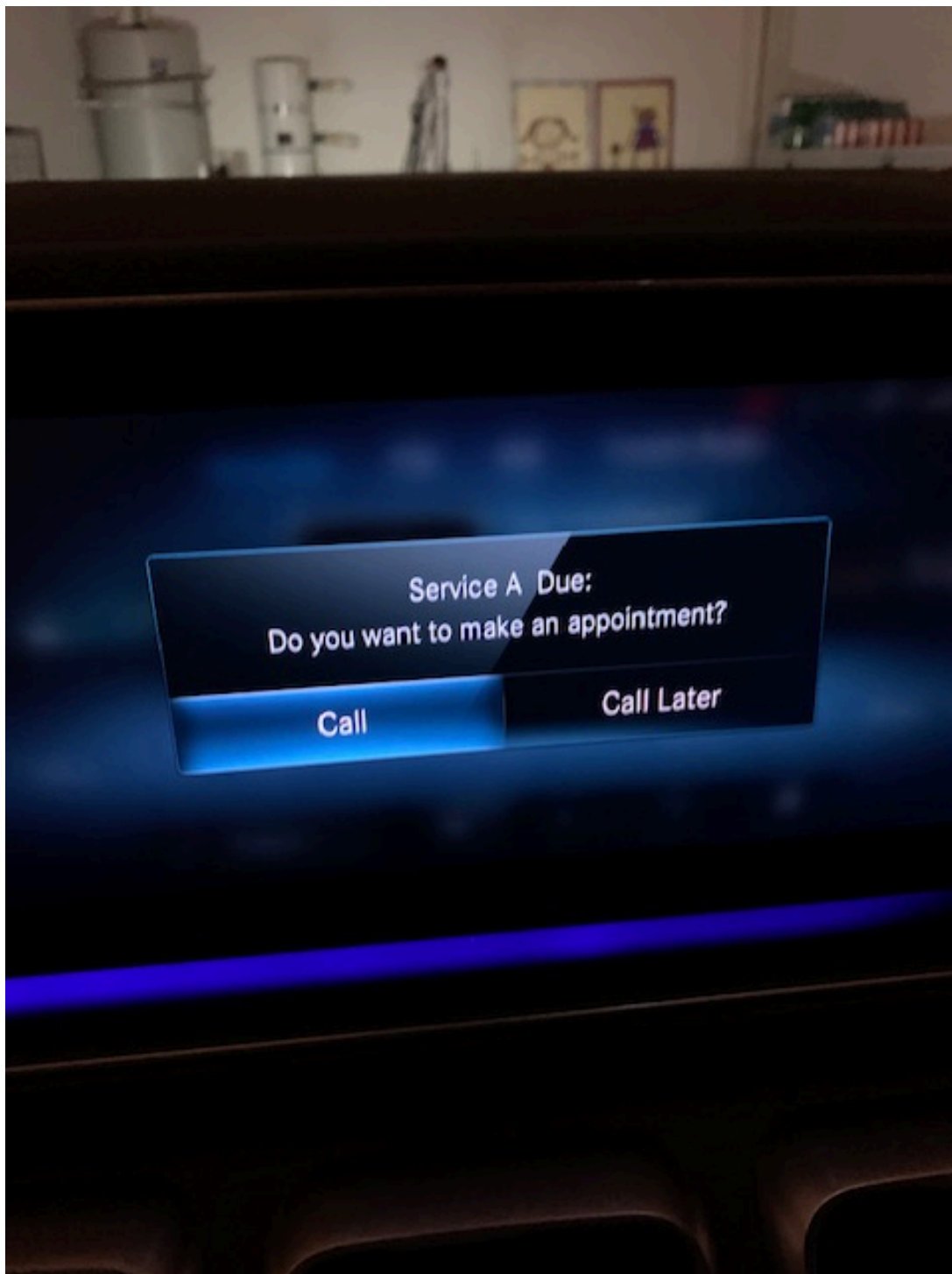
Note: Please direct the customer to follow the maintenance schedule as defined in their Service and Warranty Guide

Symptoms
Overall vehicle / Maintenance / Active Service System Plus ASSYST PLUS / Premature indication

Attachments

XENTRY TIPS

service lead popup example.jpg:



XENTRY TIPS

MMC service lead email
example.jpg:

Your Mercedes-Benz A 220 4MATIC Sedan is due for service.

Dear [REDACTED]

Your Mercedes-Benz A 220 4MATIC Sedan, [REDACTED] is due for service. Commit to excellence with genuine Mercedes-Benz parts and expert technicians to keep your vehicle running at its very best.

Service includes:

- Synthetic motor oil replacement
- Oil filter replacement
- Fluid level checks and corrections based on factory recommended service intervals for your vehicle
- Tire inflation check and correction
- Brake component inspection
- Reset maintenance counter
- Other vehicle and mileage dependent services

To schedule an appointment, please contact Mercedes-Benz of [REDACTED] or book an appointment online today.

Sincerely,

Mercedes-Benz of [REDACTED]

This message was triggered by sensors within your vehicle.

[Book an Appointment](#)
