

Fault message in instrument cluster (A1) "SOS not ready"

Topic number	LI82.95-N-070783
Version	3
Function group	82.95 Emergency call system
Date	03-24-2020
Validity	Model 447.6xx/7xx with code JH3 (COMMUNICATION MODULE (LTE) FOR DIGITAL SERVICES)
Reason for change	Cause & remedy updated
Reason for block	

Complaint:

When the engine is started or during a journey, the fault message "SOS not ready" occasionally appears in the instrument cluster (A1).

The complaint may notably occur in connection with low outside temperatures.

Fault code current and/or stored in control unit N112/9 - Communication module for telematics services 'HERMES':

B143A13 - Microphone 1 has a malfunction. There is an open circuit.

Important note: The fault message does not affect the function of the SOS emergency call. Please inform the customer accordingly

Cause:

Software in control unit N112/9 - Communication module for telematics services 'HERMES' needs updated

Please do not replace any parts.

Remedy:

Software update of control unit N112/9 - Communication module for telematics services 'HERMES'.

When the software is available this LI will be updated.

Note: Please refer to this LI in the "Notes" section of the warranty claim.

Symptoms
Communication/information / Telematics service / Emergency call / Operates without obvious cause
Communication/information / Information display / Indicator lamp / lit
Communication/information / Telematics service / Emergency call / SOS button is nonfunctional
Communication/information / Telematics service / Emergency call / Cannot connect call

XENTRY TIPS

Communication/information / Telematics service / Emergency call / SOS button flashes
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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)	B143A13	Microphone 1 has a malfunction. There is an open circuit.

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8209Z 90	Communication module for telematics service software release

Validity

Vehicle	Engine	Transmission
Vito/Metris 447	*	*