

## Implausible "service due" instrument cluster message, head unit pop-up, or MMC message

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|-------------------|-------------------------------------------------|
| Topic number      | LI00.20-P-070791                                |
| Version           | 5                                               |
| Function group    | 00.20 Maintenance, service system (FSS, ASSYST) |
| Date              | 06-16-2020                                      |
| Validity          | Model series 118, 167, 177, and 247             |
| Reason for change | Remedy updated                                  |
| Reason for block  |                                                 |

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### Complaint:

The following customer complaints may be noted:

- "Service A/B Due" message is displayed in the instrument cluster before the appropriate mileage or date 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 or date is reached
- "Your Mercedes-Benz \_ is due for service." MMC service lead email or App message (see attachment) is sent to the customer before the appropriate mileage or date is reached

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

### Cause:

Improper mileage synchronization between the electronic ignition lock (N73), instrument cluster (N133/1), and the central powertrain controller (N127)

Note: The vehicle's odometer as displayed in the instrument cluster is not affected and continues to operate as designed.

### Remedy:

At present time updated Central Powertrain Controller (N127) software is available for the following vehicles:

- Model series 118, 177 and 247 equipped with the M260 engine variant
- Model series 167 equipped with the M264, M177 engine variants

Software is still under development for other affected engine variants and models. This document will be updated when the software is available.

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

| Attachments |
|-------------|
|-------------|

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](#)

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# XENTRY TIPS

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service lead popup example.jpg:

