

## Incorrect time and/or instrument cluster message "SOS, service not activated" and/or Mercedes Me connect services nonfunctional

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Topic number	LI82.85-P-071453
Version	1
Function group	82.85 Navigation and Communication systems
Date	07-31-2020
Validity	Model 117, 118, 156, 176, 177, 242, 246, 247, 172, 190, 231, 205, 253, 166, 167, 292, 213, 218, 238, 222, 217, 257, X290, 293, 463 with HERMES communication module (code 360, 362, 364) and Mercedes me connect
Reason for change	
Reason for block	

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### Complaint:

One of the following symptoms may be exhibited by the customer:

- Incorrect time/date in instrument cluster and/or head unit
- "SOS Service Not Activated" message on instrument cluster display
- Mercedes me connect services nonfunctional
- Live Traffic nonfunctional

### Cause:

Incorrect system time for the HERMES control unit.

Note: The system time is visible in the HERMES control unit log under "GPS Data". Compare HERMES system time (UTC) to the XENTRY Diagnosis (local time). (See attachment)

A small deviation of a couple of seconds is normal due to the time it takes to generate a control unit log.

Attachments	
File	Description
Check HERMES System date_time.pdf	Example of HERMES system date/time (control unit log) check

### Remedy:

Reset HERMES system time using XENTRY Diagnostics. (See attachment)

Ensure availability of add-on.

DVD 03/2020 -> add-on 15802

DVD 06/2020 -> add-on 15803

# XENTRY TIPS

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- 1.) Start diagnosis N112/9 - Control unit for telematics services (HERMES)
- 2.) Open "Adaptations" menu.
- 3.) Select "Teach-in processes" menu.
- 4.) Run "Reset system time" process.

After this, lock the vehicle for 5 minutes (allow CAN Bus Sleep) and then take a test drive in a region with good GPS reception for 5-10 minutes.

If the problem persists after several hours have passed, please create a PTSS case and attach a current control unit log of HERMES.

Note:

Please also observe these related and applicable LI documents:

LI82.85-P-069725 - Model 205, 253, 217, 222 with code 531 (COMAND Online)

LI82.85-P-063619 - Model 117, 156, 166, 176, 207, 212, 218, 242, 246, 292 with code 531.

Attachments	
File	Description
Reset System Time.pdf	Reset System Time of HERMES

Symptoms
Communication/information / Information display / Displays / Clock / Too fast
Communication/information / Telematics service / Activation/deactivation / Telematics service cannot be activated/deactivated

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8209Z 52	

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
A (177)	*	*
AMG GT (190)	*	*
B (242, 246)	*	*
B (247)	*	*
C (205)	*	*
CLA (117)	*	*
CLA (118)	*	*

# XENTRY TIPS

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CLS (218)	*	*
CLS (257)	*	*
E (213)	*	*
E (238)	*	*
EQC (293)	*	*
G (463)	*	*
GL/GLS (166)	*	*
GLA (156)	*	*
GLA (247)	*	*
GLB (247)	*	*
GLC (253)	*	*
GLE (167)	*	*
GLE (292)	*	*
GLS (167)	*	*
M/GLE (166)	*	*
S (217)	*	*
S (222)	*	*
SL (231)	*	*
SLK/SLC 172	*	*
X 290 AMG	*	*