

Mercedes me connect services cannot be activated or may not work through the mobile app

Topic number	LI82.85-P-071637
Version	1
Function group	82.85 Navigation and Communication systems
Date	08-21-2020
Validity	BR177, BR247 with SA code 362
Reason for change	
Reason for block	

Complaint:

One of the following complaints may be exhibited:

- The Mercedes me connect services cannot be activated or pending status when viewed in MmcR
- "SOS Not Ready" displayed in the corner of MBUX Display
- Mmc Services not functioning through the mobile app

Note: Customer may have been guided by Mmc Support to visit their preferred dealer for one of the above complaints

Cause:

Operating mode of the HERMES communication module control unit N112/9

In the control unit log for the HERMES communication module control unit N112/9, either the value "NOT PERMISSIBLE" or no value is listed under the "Provider" tab for the Operating Mode. (see image)

Attachments	
File	Description
Operating Mode_not permissible.PNG	Operating Mode "NOT PERMISSIBLE"
Operating Mode_without value.PNG	Operating Mode - no value

Remedy:

Please do not replace any parts.

If either the value "NOT PERMISSIBLE" or no value is listed under the "Provider" tab for the Operating Mode create a PTSS case and attach the control unit log of the HERMES communication module control unit N112/9.

A password will be provided to reset the operating mode.

Symptoms
Communication/information / Telematics service / Activation/deactivation / Telematics service cannot be activated/deactivated

XENTRY TIPS

Communication/information / Telematics service / Activation/deactivation / No connection possible

Communication/information / Telematics service / Activation/deactivation / Malfunction
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Control unit/fault code

Control unit	Fault code	Fault text
N112/9 - Control unit for telematics services (HERMES)	-	-

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8209Z 52	

Validity

Vehicle	Engine	Transmission
A (177)	*	*
B (247)	*	*