

No vehicle connectivity - All online services/functions unavailable

Topic number	LI82.85-N-071852
Version	1
Function group	82.85 Navigation and Communication systems
Date	10-28-2020
Validity	Model 447/907 with code JH3 (COMMUNICATION MODULE (LTE) FOR DIGITAL SERVICES)
Reason for change	
Reason for block	

Complaint:

All services and functions that require an internet connection cannot be used - either via the MBUX multimedia system (A26/17)/COMAND Online (EJ9) or via the customer's smartphone app.

It is possible that the customer has already contacted mercedes ME/PRO support.
After a thorough check, the support team has advised the customer to visit a workshop.
If this is the case, an XSF ticket should already exist for the problem.

Important note about the complaint: Here, the entire connectivity of the vehicle is affected. This LI does not apply to cases where only individual services/functions are unavailable.

Cause:

No online connection possible due to incorrect initialization of the vehicle between the Daimler back end server and the 'Telematics services' communication module (HERMES) N112/9.

Remedy:

Perform special procedure to re-initialize the 'Telematics services' communication module (HERMES) N112/9 in XENTRY Diagnosis. (See attachment)

Requirement:

Add-on 16692 (XENTRY 06/20)

Add-on 16693 (XENTRY 09/20)

Note: Please refer to this LI in the "Notes" section of the Warranty claim!

Attachments	
File	Description
Special procedures HERMES.jpg	Special procedures for HERMES

Symptoms
Communication/information / Telematics service / Locating services / Vehicle position/vehicle locating / No satellite reception
Communication/information / Telematics service / Vehicle status and configuration / Remote door unlocking/locking / Malfunction

XENTRY TIPS

Communication/information / Telematics service / Locating services / Vehicle position/vehicle locating / No/faulty vehicle data transferred
Communication/information / Telematics service / Locating services / Vehicle position/vehicle locating / No/faulty vehicle position transferred
Communication/information / Telematics service / Locating services / Vehicle position/vehicle locating / Cannot connect call
Communication/information / Telematics service / Locating services / Vehicle speed monitoring / Speed limit cannot be defined
Communication/information / Telematics service / Activation/deactivation / Telematics service cannot be activated/deactivated
Communication/information / Telematics service / Activation/deactivation / Reauthorization fails
Communication/information / Telematics service / Vehicle status and configuration / Vehicle homepage / Limited function
Communication/information / Telematics service / Vehicle status and configuration / Vehicle homepage / Faulty function
Communication/information / Telematics service / Vehicle status and configuration / Vehicle homepage / Registration not possible
Communication/information / Telematics service / Vehicle status and configuration / Vehicle homepage / Registration faulty
Communication/information / Telematics service / Locating services / Geographical vehicle monitoring / Malfunction, alarm/message
Communication/information / Telematics service / Locating services / Geographical vehicle monitoring / Area cannot be defined
Communication/information / Telematics service / Locating services / Vehicle speed monitoring / Malfunction, alarm/message
Communication/information / Telematics service / Locating services / Vehicle position/vehicle locating / Malfunction
Communication/information / Telematics service / Locating services / Vehicle position/vehicle locating / Vehicle does not beep horn and flash lights
Communication/information / Telematics service / Activation/deactivation / No connection possible
Communication/information / Telematics service / Activation/deactivation / MB-App cannot be activated/deactivated
Communication/information / Telematics service / Maintenance and telediagnosis / Maintenance data are not transferred
Communication/information / Telematics service / Maintenance and telediagnosis / Maintenance data faulty
Communication/information / Telematics service / Maintenance and telediagnosis / Telediagnosis data are not transferred
Communication/information / Telematics service / Maintenance and telediagnosis / Telediagnosis data faulty
Communication/information / Telematics service / Vehicle status and configuration / Remote vehicle status query / Incorrect display/message
Communication/information / Telematics service / Vehicle status and configuration / Remote vehicle status query / No display/message
Communication/information / Telematics service / Vehicle status and configuration / Vehicle function programming / Programming not possible
Communication/information / Telematics service / Vehicle status and configuration / Vehicle function programming / Programming faulty
Communication/information / Telematics service / Activation/deactivation / Malfunction
Communication/information / Telematics service / Vehicle status and configuration / Remote vehicle status query / Malfunction

XENTRY TIPS

Communication/information / Telematics service / Vehicle status and configuration / Vehicle function programming / Malfunction

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8280K ES	Internet Function

Validity

Vehicle	Engine	Transmission
Sprinter 907	*	*
V (447)	*	*
Vito/Metris 447	*	*

Attachments

Special procedures HERMES.jpg:

