Toll Service inoperative, cannot be activated

Topic number	LI82.88-P-075219
Version	1
Function group	82.88 - Toll system
Date	9/8/22
Validity	Valid for model series 206, 295, and 297 with code 943
Reason for change	

Complaint

The customer may have one or more of the following complaints:

- Toll system inoperative. The system cannot be activated.
- The toll system cannot log into the payment system provider.
- The required toll service app is unavailable
- The message "service currently not available" is displayed after selecting the "Toll Service" app

Cause

The serial number of the toll transponder is not stored in VeDoc. Without the serial number, the system cannot log into the provider.

Remedy

Perform initial start-up of the Toll System control unit (A50/6) using XENTRY Diagnosis.

After initial start-up, the serial number of the control unit is back-documented in VeDoc. Data synchronization is then carried out between the VeDoc data and the system provider. This takes place automatically and may take up to 48 hours.

If the data synchronization has been completed successfully, an additional icon with the title "Toll service" appears in the "Apps" menu of the head unit. The message "Service currently not available" should no longer appear once activation has been correctly carried out.

NOTE: Do not replace parts for this complaint.

Symptoms
Communication/information > Communication > Toll system > Faulty preinstallation
Communication/information > Communication > Toll system > Function error

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			82895	