

The Mercedes Me Services Cannot Be Activated (DEFAULT URLs).

Topic number	LI82.85-P-076799
Version	1
Function group	82.85 - Navigation and Communication systems
Date	8/14/23
Validity	All model series with N112/9 - control unit for telematics services "HERMES" (SA code 362 or 364).
Reason for change	Remedy adjusted

Complaint

The Mercedes me connect services cannot be activated.

The remote status data does not update.

Cause

Error in N112/9 - control unit for telematics services (HERMES).

In the HERMES control unit log, under the "URL" tab, the value DEFAULT is stored for "atpServerUrl" and/or "rcsServerUrl".

Remedy

Please carry out a re-commissioning of the control unit N112/9 - Control unit for telematics services (HERMES), which includes both a software update as well as coding.

The fault will be rectified by the newly included coding.

As a result of the software update to the current software of the control unit N112/9 - Control unit for telematics services (HERMES), this fault will no longer occur in future.

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

XENTRY TIPS

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