

Incorrect Timestamp/Status Is Displayed In The Mercedes Me Connect App

Topic number	LI82.85-P-077312
Version	2
Function group	82.85 - Navigation and Communication systems
Date	4/18/24
Validity	All model series with module RAMSES 1.1. Hardware part numbers from RAMSES beginning with A206 XXX XXXX
Reason for change	Note: Remedy software available

Complaint

The update of the RAMSES 1.1 module to the SW version E139.4 results in a fault in the vtime of the module and therefore to the following possible connection problems:

Remote status:

- The time stamp of the last update that is displayed on the side of the sheet with the vehicle status contains the wrong information.

Geofence:

- Geofence notifications are not sent if vtime is invalid.

Programming of charging settings:

- The update timestamp on the side of the sheet with the loading settings features an incorrect timestamp.
- The timestamp for the end of the charging process would contain the wrong information.
- The status and end of the charging process are not displayed.
- The function itself is not affected; only the timestamps are incorrect.

Pre-entry climate control:

- The time stamp of the last update that is displayed on the side of the sheet with the vehicle status contains the wrong information.

XENTRY Tips

- The next departure time would be affected.
- The function itself is not affected; only the timestamps are incorrect.

NOTE: The functionality of the eCall system is not affected.

Cause

RAMSES 1.1 software E139.4.

Remedy

Perform a SW update of the RAMSES 1.1 module to the latest E139.5 software.

Symptoms				
Communication/information > Telematics service > Vehicle status and configuration > Remote vehicle status query > Incorrect display/message				
Communication/information > Telematics service > Vehicle status and configuration > Vehicle function programming > Malfunction				
Communication/information > Telematics service > Locating services > Geographical vehicle monitoring > Malfunction, alarm/message				
Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note