

Fault Code B129C00: Mercedes Me Connect Services Are Inoperative And Vehicle Is Offline

Topic number	LI82.85-P-077914
Version	1
Function group	82.85 - Navigation and Communication systems
Date	7/19/24
Validity	All vehicles with RAMSES 1.5 communication module with RAMSES hardware item number beginning with A214*****
Reason for change	

Complaint

Mercedes me connect services inoperative (me-Call, Remote Status, etc.).

Mercedes me services - activation not possible

Notes:

- The event code "B129C00 - Malfunction in control unit for telematics services" is active and stored
- The head unit shows no internet connection

Cause

Under analysis.

Remedy

Please create a TIPS case, attach a RAMSES control unit log to the case.

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms

Communication/information > Communication > Internet/email > Internet function > No connection possible

Communication/information > Communication > Internet/email > Internet services > Service unavailable

Communication/information > Telematics service > Vehicle status and configuration > Vehicle homepage > Malfunction

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

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

Communication/information > Telematics service > Activation/deactivation > MB-App cannot be activated/deactivated

Control unit/fault code

Control unit	Fault text
N112/2 - Communication module 'Telematics services' (RAMSES) (RAMSES)	B129C00 - The control unit for telematics services has a malfunction. _

Operation numbers/damage codes

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