

"DRIVE PILOT cannot be activated system currently unavailable"

Topic number	LI54.71-P-078377
Version	1
Function group	54.71 - Camera and radar-assisted assistance systems
Date	9/18/24
Validity	Vehicles with option code 200 "DRIVE PILOT".
Reason for change	

Complaint

Vehicles with option code 200, DRIVE PILOT.

"DRIVE PILOT cannot be activated system currently unavailable" on instrument cluster after pressing one of the DRIVE PILOT steering wheel activation button.

Cause

The instrument cluster message can be presented for multiple reasons.

See "Remedy" section below.

Remedy

1. Check for DTC's related to the system.

- If yes, process DTC.
- If no, proceed to 2.

2. If vehicle is low mileage or during a PDI, verify calibration of the short range radar sensors.

- Print control unit log of any Short Range Radar B29/11-14 (NBR-XX).
- Proceed to the bottom of the log, "Result of Calibration".
- Check "Alignment_quality XX" for each radar and confirm they are "Mature alignment".
- If all "Mature alignment" - Continue to step 3.
- If not all "Mature alignment" - Continue to "*Calibration Process*".

Calibration Process

- Bring Xentry.
- Find a shopping center nearby that has a grid road, parking lots with reflective signs while safely being able to drive slow and make 90 degree turns are recommended.
- Park vehicle and key cycle twice.
- Drive at low speeds in the area for approximately 15 minutes. Complete 90 degree turns and pass reflective signs and parked vehicles when possible.
- Connect Xentry and print control unit log of any Short Range Radar B29/11-14 (NBR-XX).

XENTRY Tips

- Verify if the radars are "Mature alignment".
- If yes, vehicle should be ready for DRIVE PILOT use.
- If no, begin process again with the park and key cycle. If after a second attempt the radars are not calibrated to "Mature". Try a different plaza. If radars still do not calibrate to "Mature", open a TIPS case.

3. Verify all system activation conditions are met as prescribed by the Owner's Manual and Drive Pilot Supplement.

4. If after verifying all short range radars have been calibrated and the system activation conditions are met yet the cluster message still appears, open a TIPS 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 > Assistance and warning systems > DRIVE PILOT > Display message > Nonfunctional
Communication/information > Assistance and warning systems > DRIVE PILOT > Function > Warning message in instrument cluster

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