

**ASSYST Plus: The remaining time shown on the instrument cluster in the customer workshop menu (days to next due service) is implausible.**

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Topic number	LI00.20-P-078424
Version	1
Function group	00.20 - Maintenance, service system (FSS, ASSYST)
Date	9/25/24
Validity	Model series 206, 214 and 254
Reason for change	

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## Complaint

The remaining time shown on the instrument cluster in the workshop menu (days to next due service) is implausible (> < 365 days) for the following conditions:

- for the date of the vehicle handover
- or the last conducted and confirmed Service A/B

## Cause

The following conditions can occur on vehicles with a disconnected on-board electrical system battery (12V/48V):

- The period in which the on-board electrical system battery is disconnected cannot be counted by the maintenance computer.
- As soon as the on-board electrical system battery is connected again, the maintenance computer automatically starts counting without making a correction to the remaining time (days to next due service).

## Remedy

Allowance must be made for vehicles with disconnected on-board electrical system battery. The following process must be complied with to achieve a correct calculation:

- (A): The number of days from the "day of vehicle handover or the last conducted Service A/B" onward up to the "day on which the vehicle arrived at the workshop".
- (B): Remaining time (days to next due service date shown on instrument cluster).
- (C): Days on which the on-board electrical system battery was disconnected.

The formula requires the following condition to be complied with.

$$365 - (A) \text{ [days]} = (B) - (C) \text{ [days]}$$

If the on-board electrical system battery (12V/48V) was not disconnected and the remaining time shown on the instrument cluster in the customer or workshop menu (days to next due service) is implausible or the formula was not complied with please create a TIPS case and attach the control unit logs from the instrument cluster and the PTCU as well as a quick test with freeze frame data.

## 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.

<b>Symptoms</b>
Overall vehicle > Maintenance > Active Service System Plus ASSYST PLUS > Implausible
Communication/information > Telematics service > Maintenance and telediagnosis > Maintenance data faulty

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