

## Plug and Charge (P&C) Function Not Working

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Topic number	LI47.70-P-078625
Version	2
Function group	47.70 - Powertrain energy supply
Date	1/23/25
Validity	EVA2 (EQS 297, EQS SUV 296, EQE 295, EQE SUV 294)
Reason for change	Clarifying validity

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### Complaint

Plug and Charge function(P&C) does not work at specific charging stations.

- Customer cannot start a charging process via P&C.
- Customer can only charge with a charging card, via remote start at the head unit or using the Mercedes Me app

### Cause

Software in N116/5 (DCCU) control unit.

### Remedy

Update the software of the N116/5 (DCCU) control unit.

### 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

Overall vehicle > Power supply > High-voltage on-board electrical system > Charging > Domestic power outlet (Mode2/Level1) > Does not start

#### Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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# XENTRY Tips

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