

Message "Device detected at diagnostics connection See Owner's Manual" In Instrument Cluster Multifunction Display

Topic number	LI54.30-P-079004
Version	1
Function group	54.30 - Instrument cluster, display instruments, hazard warning device
Date	3/10/25
Validity	Vehicles with HERMES 3.0 (see cause)
Reason for change	Remedy added

Complaint

The message "Device detected at diagnostics connection See Owner's Manual" appears sporadically in the multifunction display of the instrument cluster while driving (see picture in attachment).

Attachments	
File	Description
Meldung in Kombi.png	
	

Cause

On vehicles with HERMES 3.0 currently,

- A2389015700
- A2389015800
- A2389018400
- A2389018900
- A2389019000
- A2389019800
- A2579011200
- A2579012100

the above-mentioned message is sporadically displayed in the instrument cluster once the over-the-air updates to software release E843 (software part number A2389022409) have been performed.

The issue is currently being analyzed; the cause is still unclear.

Remedy

Please manually commission the control unit N112/9 (HERMES) using XENTRY:

XENTRY→ "N112/9 - Control unit for telematics services (HERMES)" -> "Adaptations" -> "Control unit commissioning"
-> "Commissioning of previously installed control unit"

Invoice the required work using damage code 8251M/01 (damage location/damage type).

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 > Information display > Displays > Multifunction display > Multifunction display, error messages > Implausible messages despite properly functioning message systems				
Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note