

## "SOS - Service not activated" Message In The Instrument Cluster After Software Update Of HERMES N112/9 In Gray Import Vehicles

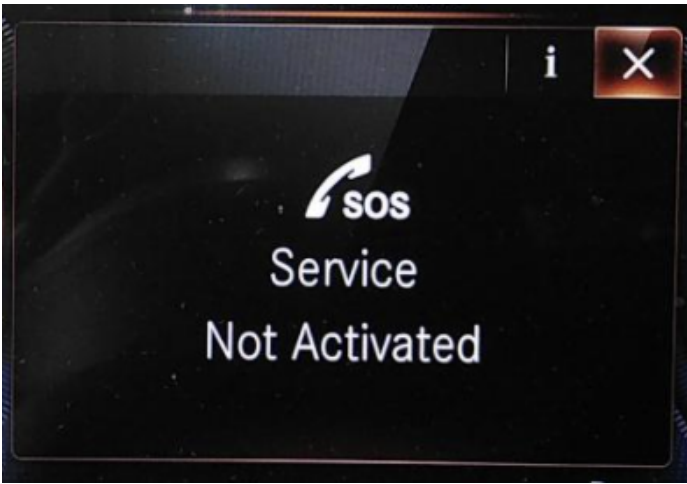
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Topic number	LI82.85-P-079271
Version	1
Function group	82.85 - Navigation and Communication systems
Date	5/22/25
Validity	Vehicles with HERMES communications module (code 360, 362 or 364).
Reason for change	New version of "How-to request adding...."

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### Complaint

After a software update of HERMES communication module N112/9 has been performed on a gray import vehicle, the message "SOS - Service not activated" is displayed in the instrument cluster.

Attachments	
File	Description
SOS - Service Not Activated.PNG	
	

### Cause

The message "SOS - Service not activated" tells the customer that "over-the-air" registration of the vehicle with the Mercedes Intelligent Cloud is not possible.

On a gray import vehicle, this is due to the fact that the SIM card installed in the HERMES communications module cannot dial into the mobile phone network in the importing country.

### Remedy

# XENTRY Tips


The only way of avoiding the message in the instrument cluster is to deactivate the HERMES module using the 09o deactivation process after obtaining the customer's consent.

After deactivation, the HERMES control unit (N112/9) has the operating status "Inoperative". The message "SOS not ready" appears in the audio/COMAND display (A40/8) and may also appear in the instrument cluster.

This display message tells the customer that the emergency call function is not available.

In addition, the workshop must attach a label (2 x part number A9078172900 required) to the cover of the emergency call button in the overhead control panel and to the emergency call button itself.

Replacing the hardware of the HERMES communication module is not effective.

Attachments	
File	Description
<a href="#">SI82.85-P-0034B e.pdf</a>	
<a href="#">2017-11-29 Deactivation communication module HERMES customer declaration English V2.0.pdf</a>	
<a href="#">HERMES-Deactivation_ pictures of sticker.PNG</a> 1.2.5 Sticker on overhead control panel and the button 	
<a href="#">How to request adding Code 09o via XSF v2.pdf</a>	

## 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 services > Service unavailable
Communication/information > Telematics service > Activation/deactivation > No connection possible

# XENTRY Tips

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Communication/information > Telematics service > Emergency call > Warning message in instrument cluster

## Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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