

No Connection Between Mercedes-Benz App and Vehicle After Seamless Update

Topic number	LI82.85-P-080390
Version	1
Function group	82.85 - Navigation and Communication systems
Date	3/24/26
Validity	174
Reason for change	

Complaint

After a seamless update to ARTEMIS Release E216.4 (A 174 902 6104), there is no longer a backend connection between the MMC App and the vehicle.

The following complaints are possible:

- Vehicle remote control is not functional (unlocking/locking the vehicle via the Mercedes-Benz app).
- The vehicle status data within the Mercedes-Benz app is outdated and does not update.
- Digital Extra services cannot be activated/deactivated.
- A yellow message "Vehicle connection restricted" permanently appears in the Mercedes-Benz App.

Cause

A bug in the software update process can cause the ARTEMIS module to be unable to register with the backend after updating to software E216.4.

Remedy

Always use the latest XENTRY Diagnosis software version with all available AddOns.

Required AddOns:

AddOn 33166 for XD 12/25 or AddOn 33165 for XD 03/26 must be installed.

Do not use XENTRY DVD 09/25

Then, perform a Seamless Update.

XENTRY -> Overview -> Control Units List -> Software Update

This will recode the ARTEMIS control unit A2/93 and resolve the error.

If the complaint persists, please open a TIPS case to the Body/Chassis/Entertainment inbox with a current ARTEMIS control unit log file.

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 > Telematics service > Vehicle status and configuration > Remote door unlocking/locking > Malfunction
Communication/information > Communication > Internet/email > Internet services > Service unavailable
Communication/information > Telematics service > Activation/deactivation > Telematics service cannot be activated/deactivated
Communication/information > Telematics service > Activation/deactivation > MB-App cannot be activated/deactivated
Communication/information > Telematics service > Vehicle status and configuration > Remote vehicle status query > Incorrect display/message
Communication/information > Telematics service > Vehicle status and configuration > Remote vehicle status query > Malfunction
Communication/information > Telematics service > User account > Mercedes me App

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		H	821C3	