

## Deactivation of the N112/9 HERMES communication module for vehicles without E-call requirement

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Topic number	LI82.85-P-080559
Version	1
Function group	82.85 - Navigation and Communication systems
Date	5/26/26
Validity	Vehicles with HERMES communication module (codes 360, 362) without E-call requirement
Reason for change	

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### Complaint

The customer requests deactivation of the N112/9 HERMES communication module

Note: Deactivation of the HERMES control unit (N112/9) is not supported for gray-market vehicles.

### Cause

Before deactivating the HERMES control unit (N112/9), it must be clarified by the legal department of the respective MPC whether and under what conditions deactivation may be carried out.

If deactivation is not permissible under applicable law, the HERMES control unit (N112/9) must not be deactivated.

### Remedy

Please inform the customer that, following deactivation, the vehicle will no longer be able to place an automatic emergency call, nor will the customer be able to place a manual emergency call.

After deactivation, the Mercedes-Benz Digital Extras will also no longer be available.

Please have the attached sample form checked by your market's legal department, adapted to local requirements if necessary, and approved.

Furthermore, after informing the customer about the effects of deactivation, please have the workshop complete and sign the approved form together with the customer, and send it to the MPC via a TIPS case for audit-compliant documentation.


Furthermore, the workshop must affix a sticker to the emergency call button cover on the overhead control panel and to the emergency call button itself.

After affixing, pictures of the overhead control panel need to be attached to the TIPS case for audit-proof documentation.

After deactivation, the HERMES control unit (N112/9) is in the "Out of Service" operating status, and the display "SOS NOT READY" appears in the Audio/COMAND system. This display message tells the customer that the emergency call function is not available.

In detail, the following steps must be carried out

1. The workshop must inform the customer about the effects of deactivation (see above)
2. Legal review by the MPC Legal department to determine whether deactivation is permissible for the vehicle and provision of a market-specific customer form based on the examples (see "Example - Deactivation communication module HERMES customer declaration English V3.0.pdf")
3. Completion of the market-specific customer form by the workshop and obtaining the customer's signature
4. Creation of a XSS ticket by the workshop for the MPC with the signed customer form attached
5. Written confirmation of legally reviewed and approved deactivation by the MPC in the TIPS case (see attachment How+to+request+adding+Code+09o+via+XSS+v2.pdf, point 1)
6. Creation of an XSS ticket for documentation of the SA code "09o" (zero nine oh) in the Vehicle Documentation System (see attachment How+to+request+adding+Code+09o+via+XSS+v2.pdf, steps 2–7)
7. Ordering of stickers (part number A9078172900), quantity: 2
8. Affixing of the sticker (part number A9078172900) to the cover of the emergency call button on the overhead control panel (see attachment HERMES-Deactivation\_+pictures+of+sticker.png)
9. Affixing of the sticker (part number A9078172900) to the emergency call button on the overhead control panel (see attachment HERMES-Deactivation\_+pictures+of+sticker.png)
10. Taking photos of the applied stickers and attaching them to the TIPS case
11. After the XSS ticket has been successfully processed, the communication module must be deactivated using XENTRY:
  - Connect XENTRY Diagnosis
  - Access the HERMES control unit (N112/9)
  - "Adaptation" tab, menu item "Teach-in processes" -> "Deactivation"
  - Follow the instructions

Attachments	
File	Description
<a href="#">How+to+request+adding+Code+09o+via+XSS+v2.pdf</a>	
<a href="#">Example - Deactivation communication module HERMES customer declaration English V3.0.pdf</a>	
<a href="#">HERMES-Deactivation_+pictures+of+sticker.png</a>  1.2.5 Sticker on overhead control panel and the button 	

## 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

# XENTRY Tips

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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 > Telematics service cannot be activated/deactivated

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

## Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A9078172900			Sticker	2		X

## Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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