

AC charging inoperative, the charging settings are set to random values/Incorrect notifications in Mercedes Me Application or in Head Unit.

Topic number	LI54.10-P-080880
Version	1
Function group	54.10 - Battery, power supply, voltage converter
Date	8/11/26
Validity	Valid for BEVs (Battery Electric Vehicles) and PHEVs (Plug-in Hybrid Electric Vehicles)
Reason for change	

Complaint

Customer Complaint:

- AC charging is not possible.
- The departure time, charging pause, location-based charging or target SOC limit is automatically set to 50% or to a random value in the Mercedes me application or in the charging settings on the head unit display. (Picture 1 & 3)
- Incorrect notifications appear in the Mercedes me application for charging-related functions. (Picture 2)

Related DTCs in quick test:
No related fault codes (DTCs) are stored in the relevant control units.

- CPC3 - N127 (Drivetrain control unit)
- OBL223_GEN4 - N83/11 (Alternating current charger for high-voltage battery)
- DCB223 - N116/5 - Direct current charge connection unit (DCCU)

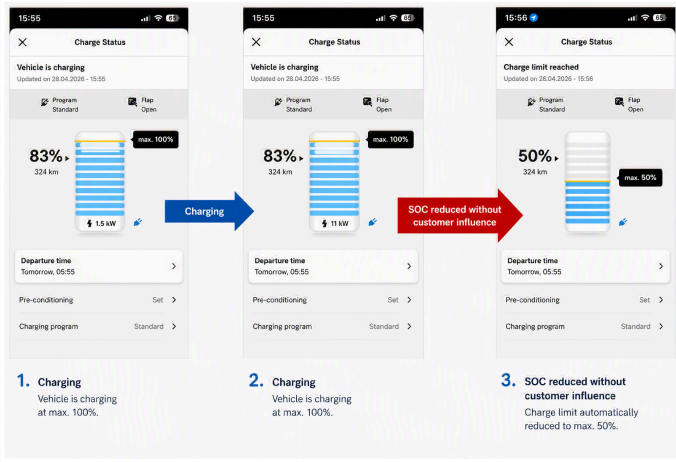
Picture1 The target SOC limit is automatically set to 50% or any random values during charging.

Picture 2 Incorrect notification Example “Unable to unlock charging cable.

Picture 3 Incorrect settings of charge interruption or pause. (If applicable)

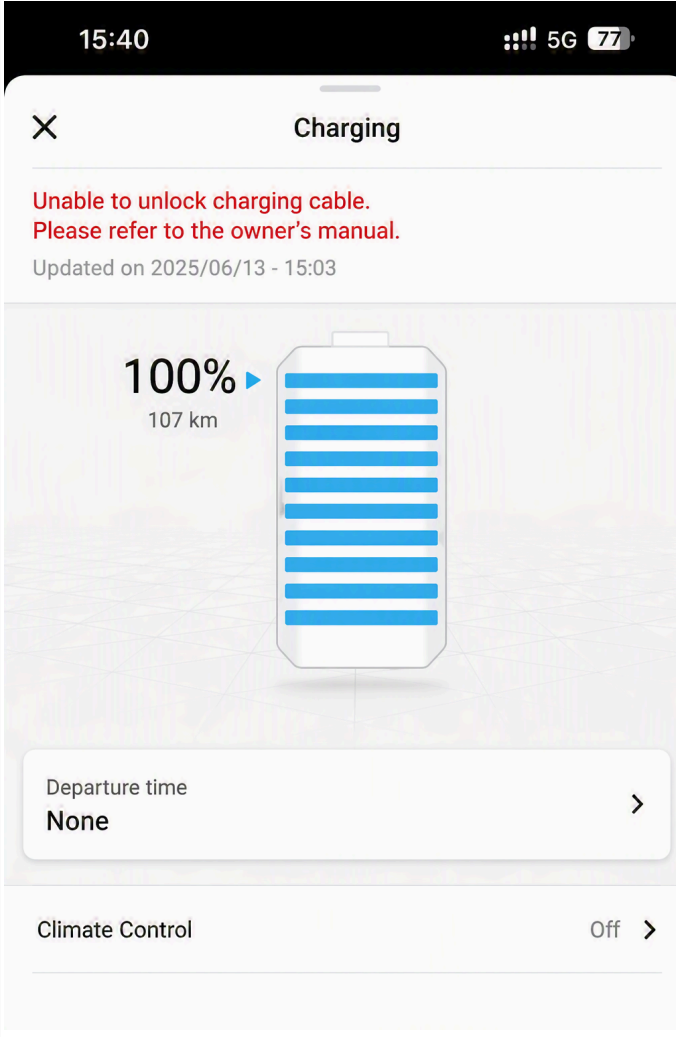
Attachments	
File	Description

Picture1 The target SOC limit is automatically set to 50% or any random values during .png



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Picture 2 Incorrect notification Example “Unable to unlock charging cable..png



Incorrect notification Example “Unable to unlock charging cable

Picture 3 Incorrect setting of charge interruption or pause.png

Incorrect setting of charge interruption or pause

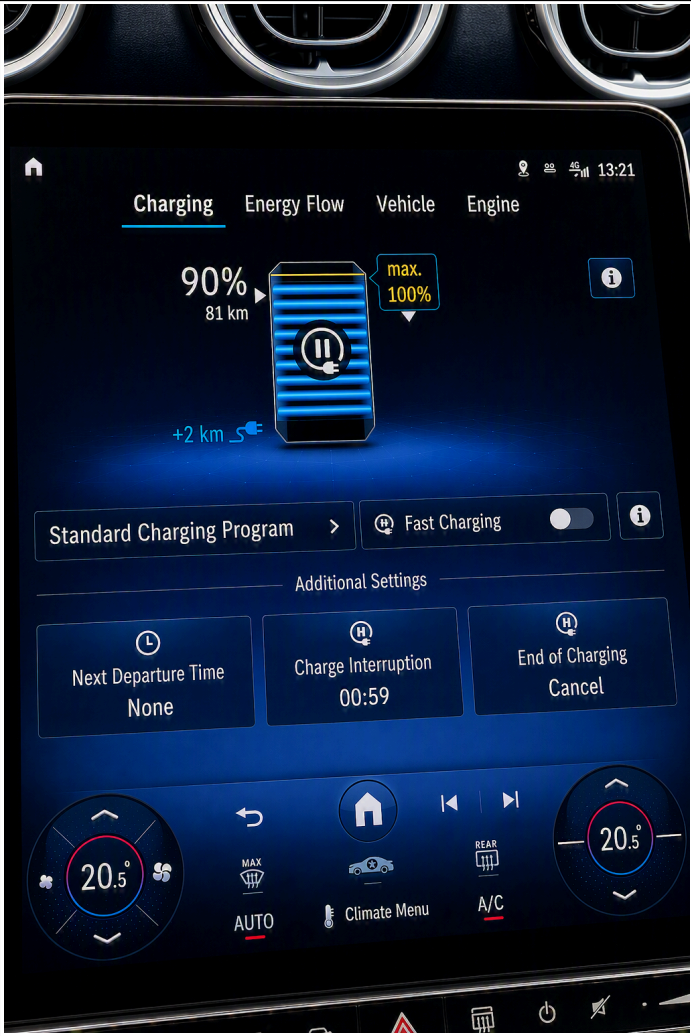


Bild 1 Das Ziel-SOC-Limit wird während des Ladevorgangs automatisch auf 50 % oder beliebige Zufallswerte eingestellt..png

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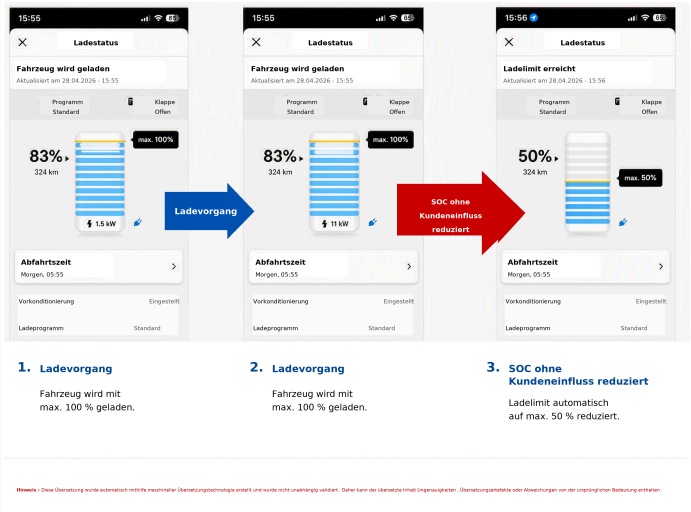
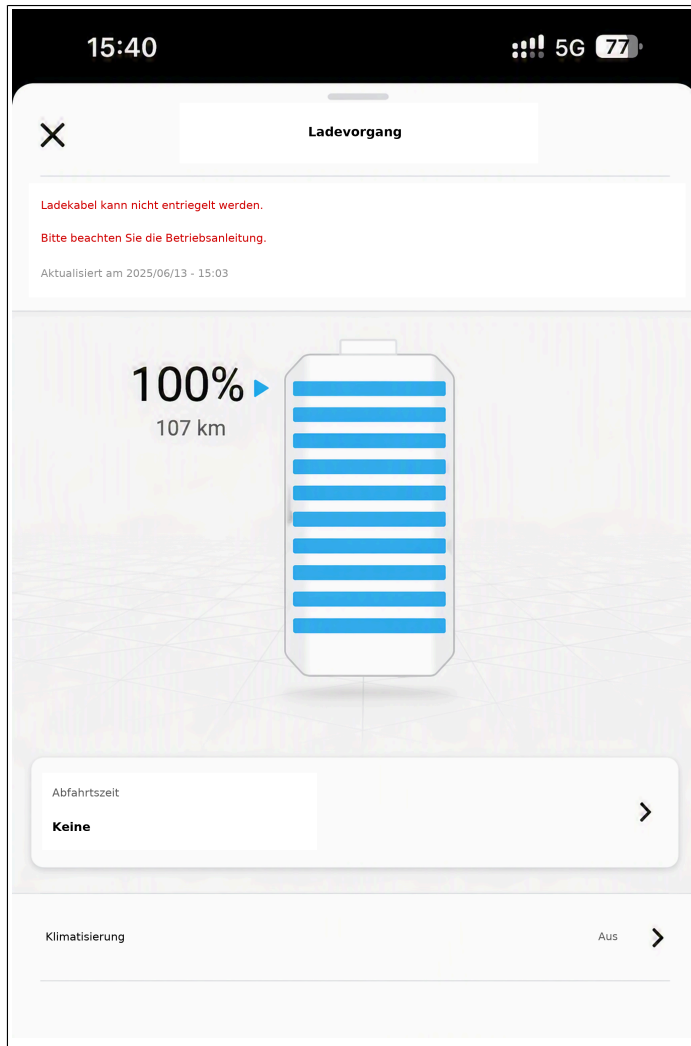


Bild 2 Falsche Benachrichtigung Beispiel „Ladekabel kann nicht entriegelt werden..png

Bild 2 Falsche Benachrichtigung Beispiel „Ladekabel kann nicht entriegelt werden



Cause

- The Customer shares their Mercedes me credentials (password) with a third-party application, for example, a wall box application. This causes the Mercedes Benz backend server to receive random requests to reset the maximum SOC, departure time, charging pause, etc.

- Charging settings are set incorrectly, for example, incorrect departure time, charging program, charging interruption/pause, etc.

Remedy

The remedies below may vary depending on the customer complaint. Refer to the remedy that best matches the customer complaint.

Remedy 1: The target SOC limit is automatically set to 50% or to random values during charging.

- Change the Mercedes me login password on the Mercedes me homepage. (My Account > Login and Security > Reset). (Refer to Annex 1). Previously granted authorizations should then be revoked so that the charging settings can no longer be changed by external applications. Advise customers not to share the new password again.

- Are there any sub-users? If yes, revoke their rights and reassess the function.

XENTRY Tips

- If differences between the vehicle and the Mercedes me app are visible, a new synchronization is recommended. Turn off Digital Extras through the Mercedes me app or the MMCR portal, and then turn the services on again.

Remedy 2: Incorrect notifications in the Mercedes me app for charging-related functions.

- Restart synchronization between the app and backend. Turn off Digital Extras through the Mercedes me app or the MMCR portal, and then turn the services on again. (Refer to Annex 2)

Remedy 3: Incorrect charge interruption or pause setting.

- Perform a factory reset of the head unit (A26/17). (Home > Functions > System > Reset), or turn off/correct all charging settings. (Refer to Annex 3)

Additional Information: (Good to know)

The LED on the charging inlet or socket indicates whether charging is completed or paused.

1) If the target SOC is reached, the charging inlet LED lights up Blue/Green without flashing.

2) If charging is paused, the charging inlet LED lights up orange without flashing. Additionally, the head unit charging settings display a charging pause.

Note: Do not replace any hardware components for these complaints. If the complaint cannot be solved, please contact via TIPS or CAC.

Attachments	
File	Description
LED lights up Blue (Charging Complete).png	LED lights up Blue (Charging Complete)



LED lights up Orange (Charging Break).png

LED lights up Orange (Charging Break)



Annex 1 Mercedes Me Password reset_EN.png

Access Mercedes me Account:

1. Please "Log in" click
The login window opens

2. Then "Log in" click and enter the stored data
(e-mail + password).
If the password has been "forgotten", please provide a mobile number or e-mail
address and request/ create a new password. Do not share this password with any
other App/ application.

3. "My Account" click

4. "Login and Security" click and...

5. Password "reset"

Please follow the instructions and change the password. Do
not share this password with any other App/ application etc.!

Anhang 1 Mercedes Me Passwort-Zurücksetzung_DE.png

Annex 1 Mercedes Me Password reset_EN

Anhang 1 Mercedes Me Passwort-Zurücksetzung_DE

Zugriff auf das Mein Konto me Konto:

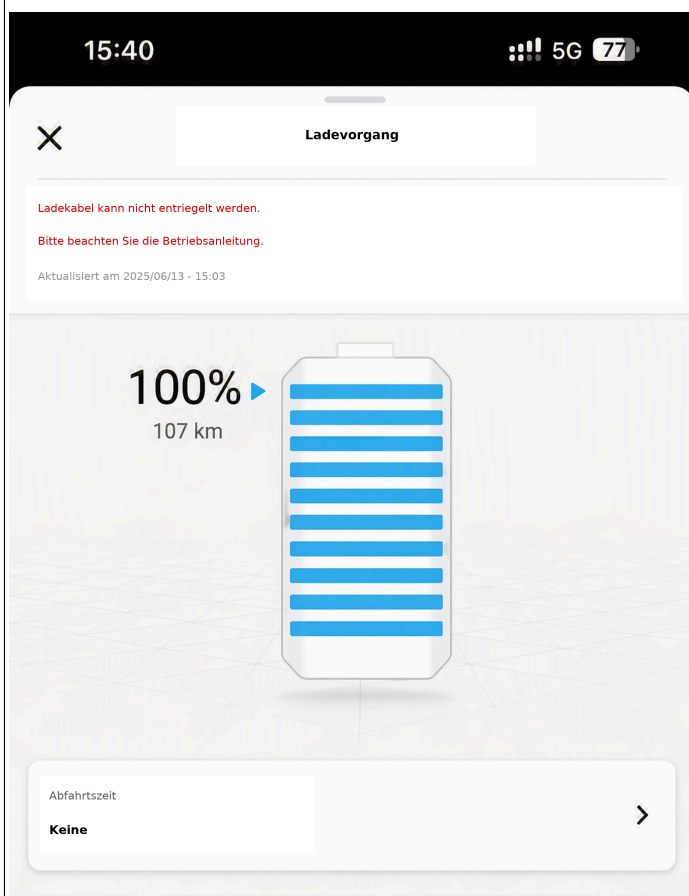
1. Bitte auf „Anmelden“ klicken.
Das Anmeldefenster wird geöffnet.
2. Anschließend auf „Anmelden“ klicken und die gespeicherten Daten eingeben (E-Mail + Passwort).
Falls das Passwort vergessen wurde, bitte eine Mailadresse eingeben, die E-Mail Adresse eingeben und ein neues Passwort erstellen/erinnern. Zudem Sie dieses Passwort mit besser anderen Applikation.
3. Auf „Mein Konto“ klicken.

4. Auf „Anmeldung & Sicherheit“ klicken und

1. Passwort „Zurücksetzen“
Bitte den Anmeldeprozess abbrechen und das Passwort ändern. Teilen Sie dieses Passwort mit besser anderen Applikation.

Hinweis: Dieser Überleitung wurde automatisch eine verbindliche Überleitungsbefragung erstellt und wurde 100% beantwortet. Diese kann der Benutzer direkt übergeleitet. Überleitungsbefragung der Anmeldeprozess der Anmeldeprozess.

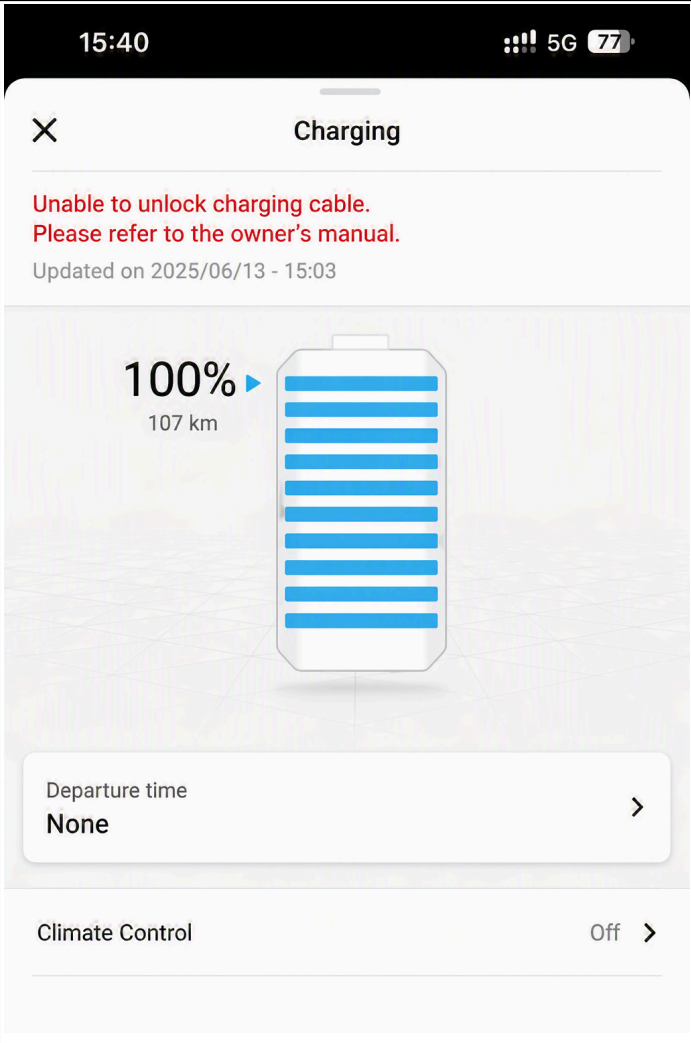
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Picture 2 Incorrect notification Example “Unable to unlock charging cable..png

Bild 2 Falsche Benachrichtigung Beispiel „Ladekabel kann nicht entriegelt werden_DE

Picture 2 Incorrect notification Example "Unable to unlock charging cable_EN



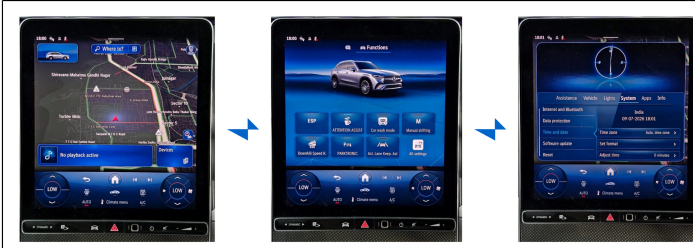
Anex 3 Head Unit Factory reset_EN.png

Anex 3 Head Unit Factory reset_EN



Anhang 3 Werksreset der Head Unit_DE.png

Anhang 3 Werksreset der Head Unit_DE



1. Home

Vom Home-Bildschirm aus Funktionen öffnen

2. Funktionen

In Funktionen „Einstellungen“ auswählen

3. System → Zurücksetzen

Im Systemmenü „Zurücksetzen“ auswählen

Hinweise: Diese Übersetzung wurde automatisch mittels technischer Übersetzungstechnologie erstellt und wurde nicht unabhängig überprüft. Daher kann die Darstellung leicht ungenau sein. Übersetzungsergebnisse oder Abweichungen von der ursprünglichen Bedeutung werden nicht garantiert.

Charging Pause.png



Charging Pause

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 > Wallbox (Mode3/Level2) > Does not start
Overall vehicle > Power supply > High-voltage on-board electrical system > Charging > smartCharging > Does not start
Overall vehicle > Power supply > High-voltage on-board electrical system > Charging > Charging socket > Orange LED lights up
Overall vehicle > Power supply > High-voltage on-board electrical system > Charging > Charging socket > Green LED lights up

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
	In the event of consequential damage, please always invoice the damage code of the component that caused the damage.	H		