

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

MESSAGE "A DATA PLAN FOR INTERNET SERVICES FROM MERCEDES ME
PORTAL IS NEEDED TO USE THIS SERVICE" IN THE HEAD UNIT



- Message "A data plan for internet services from Mercedes me Portal is needed to use this service" in the head unit -

Topic number	LI82.85-P-069515
Version	2
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	04-29-2019
Validity	All model series with NTG4.5 or NTG5 and before modification year 18/1
Reason for change	Backend error in MBApps backend fixed on 12.04.2019

Complaint

The message "A data plan for internet services from Mercedes me Portal is needed to use this service" may be shown when the internet radio (TuneIn) is opened in the head unit.

File

ArrowsInHeadunit.PNG.
message.jpg

Designation

Arrows in the head unit
Message in the head unit

Cause

Vehicles without Mercedes me connect may have been incorrectly identified as having Mercedes me connect..

Remedy

An update was put in place on April 12, 2019 that should resolve this complaint.

Symptoms

Symptom

Communication/information / Communication / Internet/email / Internet function / No connection possible

Communication/information / Communication / Internet/email / Internet function / Display error

Communication/information / Communication / Internet/email / Internet services / Service unavailable

Communication/information / Communication / Internet/email / Internet services / Display error

message

