

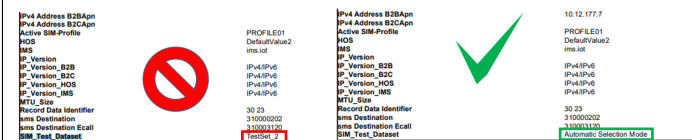
The Mercedes me connect services cannot be activated due to SIM Test Dataset Value

Topic number	LI82.85-P-075669
Version	1
Function group	82.85 - Navigation and Communication systems
Date	12/7/22
Validity	All model series with SA code 360 or SA code 362 (HERMES communication module)
Reason for change	

Complaint

The Mercedes me connect services cannot be activated.

In the control unit log of the N112/9 HERMES communications module under Mobile Network, "SIM_Test_Dataset" displays a different value than "Automatic Selection Mode".

Attachments	
File	Description
SIM_DataSet.PNG 	example of bad and good value

Cause

Configuration of N112/9 HERMES communications module.

Remedy

Reset the SIM_Test _Dataset of the HERMES communications module (N112/9).

Using XENTRY Diagnosis, enter the HERMES communications module (N112/9), then go to the "Adaptations" tab then in the "Teach-in processes" select the menu item "Check configuration of 'HERMES' component part".

SIM_Test_Dataset should update to Automatic Selection Mode.

Create a TIPS case with new Control Unit Log of HERMES if value does not update.

Symptoms

XENTRY TIPS

Communication/information > Telematics service > Activation/deactivation > Control unit cannot be activated/deactivated

Communication/information > Telematics service > Activation/deactivation > Telematics service cannot be activated/deactivated

Communication/information > Telematics service > Activation/deactivation > No connection possible

Communication/information > Telematics service > Activation/deactivation > Malfunction

Control unit/fault code

Control unit	Fault text
N112/9 - Control unit for telematics services (HERMES) (HERMES)	B15CE00 - Registration on the server for telematics services has failed. _

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8209Z	