

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

Vehicle > Technical Service Bulletins

INCORRECT TIME AND/OR INSTRUMENT CLUSTER MESSAGE "SOS, SERVICE NOT ACTIVATED" AND/OR MERCEDES ME CONNECT SERVICES NONFUNCTIONAL



Mercedes-Benz

# - Incorrect time and/or instrument cluster message "SOS, service not activated" and/or Mercedes Me connect services nonfunctional -

<b>Topic number</b>	LI82.85-P-071453
<b>Version</b>	1
<b>Function group</b>	82.85 Navigation and Communication systems
<b>Date</b>	08-04-2020
<b>Validity</b>	Model 117, 118, 156, 176, 177, 242, 246, 247, 172, 190, 231, 205, 253, 166, 167, 292, 213, 218, 238, 222, 217, 257, X290, 293, 463 with HERMES communication module (code 360, 362, 364) and Mercedes me connect
<b>Reason for change</b>	

## Complaint

One of the following symptoms may be exhibited by the customer:

- Incorrect time/date in instrument cluster and/or head unit
- "SOS Service Not Activated" message on instrument cluster display
- Mercedes me connect services nonfunctional
- Live Traffic nonfunctional

## Cause

Incorrect system time for the HERMES control unit.

Note: The system time is visible in the HERMES control unit log under "GPS Data". Compare HERMES system time (UTC) to the XENTRY Diagnosis (local time). (See attachment)

A small deviation of a couple of seconds is normal due to the time it takes to generate a control unit log.

### File

Check HERMES System date\_time.pdf

### Designation

Example of HERMES system date/time (control unit log) check

## Remedy

Reset HERMES system time using XENTRY Diagnostics. (See attachment)

Ensure availability of add-on.

DVD 03/2020 -> add-on 15802

DVD 06/2020 -> add-on 15803

- 1.) Start diagnosis N112/9 - Control unit for telematics services (HERMES)
- 2.) Open "Adaptations" menu.
- 3.) Select "Teach-in processes" menu.

4.) Run "Reset system time" process.

After this, lock the vehicle for 5 minutes (allow CAN Bus Sleep) and then take a test drive in a region with good GPS reception for 5-10 minutes.

If the problem persists after several hours have passed, please create a PTSS case and attach a current control unit log of HERMES.

Note:

Please also observe these related and applicable LI documents:

- LI82.85-P-069725 - Model 205, 253, 217, 222 with code 531 (COMAND Online)
- LI82.85-P-063619 - Model 117, 156, 166, 176, 207, 212, 218, 242, 246, 292 with code 531.

File	Designation
Reset System Time.pdf	Reset System Time of HERMES

## Symptoms

### Symptom

Communication/information / Information display / Displays / Clock / Too fast  
Communication/information / Telematics service / Activation/deactivation / Telematics service cannot be activated/deactivated

## Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8209Z52	

LI82.85-P-071453\_1

EUICC	FFFFFFFFFFFFFFFFFFFFFFFFFFFF
ICCID	898609XXXXXXXXXXXX
IMEI	3523XXXXXXXXXXXX
IMSI	4600XXXXXXXXXXXX
MSISDN	1463XXXXXXXXXXXX
Operating Mode (Betriebszustand)	Provisioning Mode
Registration Error Status (Status d. Registrierung)	No current registration error
Registration Process (Prozess d. Registrierung)	Not Active
Certificate Status (Status d.Zertifikats)	Initial certificate, file valid

GPS Data


Systemzeit Xentry	2020-06-04 12:06:23
Date (UTC)	→ 2037-10-06 03:44:55
Latitude Direction	North
Latitude Degrees	16
Latitude Minutes	16
Latitude Seconds	
Longitude Direction	East
Longitude Degrees	14
Longitude Minutes	45
Longitude Seconds	0
Satellites Currently Tracked	12
Visible Satellites	No Fix
GPS Fix	

Mobile Network

Connection Type	No Network
Signal in Bars	0


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XENTRY

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XENTRY Diagnosis

E (213)

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Diagnosis > N112/9 - Control unit for telematics services (HERMES)

12.0V Ignition ON



VersionError codes / EventsActual valuesActual valuesAdaptationsControl unit logList of fault codesTests

Selection

Control unit initial startup

Control unit update

Configuration

Teach-in processes

Pairing of control units 'HERMES' and 'Audio or COMAND'

Activation

Deactivation

Reset memory

Reset system time

Reset operating mode

Reset system time.

The system time of control unit 'Control unit for telematics services' is set to a date in the past.

The procedure is started with button 'Continue'.

Continue

MB\_PKW/Steuergeraete/Information%20und%20Kommunikation/Telematik/HERMES\_ODX/HERMES\_ODX.gm##SG/intern/Basisdiagnose/Anpassungen/Menu\_Anpassungen

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https://my.alldata.com/repair/#/repair/vehicle/58526/component/1/itype/100/tsbs/20200805170938147/selfRefLink/

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