

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

Vehicle > Technical Service Bulletins

INFO-CALL/S24H-CALL/MB CONTACT: CHANGE OF LANGUAGE SETTING AT CUSTOMER REQUEST



Mercedes-Benz

- Info-Call/S24H-Call/MB Contact: Change of language setting at customer request -

Topic number	LI82.85-P-068445
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	07-26-2018
Validity	BR 117, 156, 166, 172, 176, 205, 207, 213, 217, 218, 222, 231, 238, 242, 246, 253, 292 with SA code 360 (HERMES communication module UMTS) or 362 (HERMES communication module LTE)
Reason for change	

Complaint

The customer wants to change the Service Call numbers so that he is spoken to in his preferred language when making a call via the Info or S24H button or via MB Contact.

Cause

Customer request.

Remedy

Manual change of the language setting in control unit N112/9 - control unit for telematics services (HERMES).

The menu can be found under "Control unit for telematics services -> Adaptations -> Configuration -> Manual settings -> Language setting"

We recommend that you only change the language to that of the country where the vehicle is located.

Costs may not be invoiced via warranty and goodwill.

Note: Please note that this is a subsequently implemented solution in order to meet customer requests. For this reason, impairments or restrictions of functionalities cannot be ruled out.

If this is the case and if it is not accepted by the customer, then the original condition must be restored.

Important: This manual change does not apply for vehicles with code 06U (vehicles with communication module N112/1). For these vehicles it is not possible to change the Service Call numbers manually.

File

XENTRY Menu Language Setting.jpg

XENTRY Menü Spracheinstellung.jpg

Designation

XENTRY Menu Language Setting

XENTRY Menü Spracheinstellung

Symptoms

Symptom

Communication/information / Telematics service / Accident and breakdown management / Cannot connect call

Communication/information / Telematics service / Customer hotline / Cannot connect call

XENTRY Menu Language Setting

The screenshot shows the XENTRY Diagnosis interface for a Mercedes-Benz GLC (253) with VIN WDC2539091. The user is logged in as 'E: 651.921 T: All'. The main menu on the left includes options like 'Control unit initial startup', 'Control unit update', 'Configuration', 'Coding', 'Manual settings', 'Language setting', 'Check configuration.', 'Data logger', and 'Teach-in processes'. The 'Language setting' option is selected. The main display area shows the 'Language setting' configuration page. It includes a description: 'This coding sets the telephone number of the Customer Assistance Centers (CAC) according to the country.' Below this, there is a 'Country' dropdown menu currently set to 'Germany'. A note states: 'Button 'Continue' : Adopt value.' At the bottom right, there is a 'Continue' button.

XENTRY Menü Spracheinstellung

The screenshot shows the XENTRY Diagnosis interface for a Mercedes-Benz GLC (253) with VIN WDC2539091. The user is logged in as 'M: 651.921 G: Alle'. The main menu on the left includes options like 'Steuergeräte-Inbetriebnahme', 'Steuergeräte-Aktualisierung', 'Konfiguration', 'Codierung', 'Manuelle Einstellungen', 'Spracheinstellung', 'Konfiguration prüfen.', 'Datenlogger', and 'Einlernvorgänge'. The 'Spracheinstellung' option is selected. The main display area shows the 'Spracheinstellung' configuration page. It includes a description: 'Mit dieser Codierung wird in Abhängigkeit vom Land die Telefonnummer des Customer Assistance Centers (CAC) eingestellt.' Below this, there is a 'Land' dropdown menu currently set to 'Deutschland'. A note states: 'Taste 'Weiter' : Wert übernehmen.' At the bottom right, there is a 'Weiter' button.

