

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

Vehicle > Technical Service Bulletins

MESSAGE "MERCEDES ME CONNECT SERVICES LIMITED. SEE OWNER'S
MANUAL" IN INSTRUMENT CLUSTER MULTIFUNCTION DISPLAY



Mercedes-Benz

- Message "Mercedes me connect services limited. See owner's manual" in instrument cluster multifunction display -

Topic number	LI54.30-P-066410
Version	3
Function group	54.30 Instrument cluster, display instruments, hazard warning device
Date	05-30-2019
Validity	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)
Reason for change	Extension: Model series validity and distribution (worldwide)

Complaint

After every ignition cycle, the multifunction display in the instrument cluster may show the message **"Mercedes me connect services limited. See owner's manual"** (see picture in attachment).

File

picture limitedservices.JPG.jpg

Designation

Picture: Limited service message in instrument cluster

Cause

This is a status message. It appears whenever a diagnostic unit, e.g. XENTRY Diagnostics or a third-party adapter is connected to the on-board diagnosis (OBD) interface, triggering queries on the diagnostics CAN. The message informs the driver that in this state the Mercedes me connect basic services, such as maintenance management, telediagnosis and other services, no longer function or function only to a limited extent. In addition, the vehicle owner's manual provides information about further possible vehicle problems under "General information" and the heading "Diagnostics connection". When the diagnostic unit or the third-party adapter is removed and the bus is idle, the message no longer appears.

NOTE: In some cases, third-party adapters may also be connected in series with the OBD socket behind the paneling (see picture in attachment). In seldom instances a third-party hardware is detected, although none is installed in the vehicle. There is no impairment to the vehicle function with one-time detection. In this case, the message is no longer shown after bus idle (ignition off, vehicle locked for approx. 30 minutes).

File

picture_adapter.JPG.jpg

Designation

Picture: Third-party adapter installed behind paneling
Picture: Third-party adapter installed behind paneling.

Remedy

Check whether a third-party adapter is being used in the vehicle. In fleet vehicles specifically it is normal for a third-party adapter to be installed (e.g. insurance requirements, fleet management, etc.) If a third-party adapter is being used in the vehicle, explain the reason for the message to the customer.

NOTE: Please do not remove/install/replace any control units

Symptoms

Symptom

Communication/information / Information display / Displays / Multifunction display / Multifunction display, error messages / Implausible messages despite properly functioning message systems

Communication/information / Telematics service / Maintenance and telediagnosis / Maintenance data are not transferred

Communication/information / Telematics service / Maintenance and telediagnosis / Telediagnosis data are not transferred

picture limitedservices



picture_adapter

