

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

Vehicle > Technical Service Bulletins

MESSAGE "SOS - SERVICE NOT ACTIVATED" IN INSTRUMENT CLUSTER



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- Message "SOS - Service Not Activated" in instrument cluster -

Topic number	LI82.85-P-067581
Version	2
Function group	82.85 Navigation and Communication systems
Date	10-20-2020
Validity	MODEL 117, 156, 166, 172, 176, 190, 205, 207, 213, 217, 218, 222, 231, 238, 242, 246, 253, 292 with SA code 362 (HERMES LTE communication module) AND mbrace (MY18 and prior) HERMES 1.0
Reason for change	Updated Validity

Complaint

"SOS - Service not activated" message in instrument cluster.

MB Apps, Internet Radio, LiveTraffic Information, iCall/S24h-Call nonfunctional.

Note: In the N112/9 control unit for telematics services (HERMES) the event code B15CE00 is active and stored.

Cause

The vehicle's backend "over-the-air" registration (OTAR) may not completed successfully.

This complaint can have several causes.

Note: The attachment includes a simplified depiction of the OTAR process.

The basic requirements can be checked using the control unit log from the N112/9 control unit for the telematics services (HERMES).

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1.) The basic requirements are not given when:

1.a) Comparison of control unit log and Vedoc: Required SIM card values (ICCID, IMEI, IMSI, SNR HU) are not documented in VeDoc or documented incorrectly. (See attachments "SIM Card Data" and "SIM Card Data in Vedoc")

1.b) "Operating Mode" is not in "Provisioning Mode". (See attachment "SIM Card Data")

1.c) The signal strength of the mobile network is 0%. (See attachment of "GPS Data and Mobile Network Information")

1.d) No visible GPS values in control unit log (empty values for date and time). (See "GPS Data and Mobile Network Information")

1.e) Invalid/incorrect GPS values visible in control unit log (values present, for date and time, but they are incorrect). (See "GPS Data and Mobile Network Information")

1.f) Initial authorization certificate invalid. (See attachment "SIM Card Data")

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If all basic requirements are given, the cause can be further restricted by reading out the "Status of registration". (See attachment "Status of registration in XENTRY Diagnosis")

2.) Registration errors at mobile phone service provider's (DC.20- DC.27)

3.) Error when replacing certificate (CEP.30 - CEP.3C)

4.) Error in final registration (TOC.40 - TOC.47)

File	Designation
GPS Data and Mobile Network information.jpg	GPS data and mobile network information
Over the air Registration.pdf	Simplified process overview of OTAR
SIM Card Data in Vedoc.jpg	SIM card data in Vedoc
SIM Card Data.JPG.jpg	SIM card data for comparison with Vedoc data
Status of registration in XENTRY Diagnosis.jpg	Status of registration via "Actual Values"

Remedy

Note: For registration with the Backend, it must be ensured that the vehicle has adequate GSM and GPS reception.

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1.a) Perform new initial startup of N112/9 control unit for telematics services (HERMES) and head unit (A26/17 or A40/3 oder A2) using XENTRY Diagnosis.

1.b) "Transport Mode", "Supplier Mode" or "Out of Service Mode": Perform new initial startup of N112/9 control unit for telematics services (HERMES) using XENTRY Diagnosis.

Extra work for "Out of Service Mode": If the new initial startup is not productive, please contact Verizon Dealer Support and make sure that they have activated the SIM card. Following this, repeat the initial startup procedure for the N112/9 control unit for the telematics services (HERMES) using XENTRY Diagnosis to switch the "Operating Mode" into the "Provisioning Mode".

1.c) Perform a short test drive (approx. 10 min), while doing so make sure that the GSM and GPS reception level is sufficiently high.

1.d) Check the head unit (A26/17 or A40/3 or A2) for GPS antenna fault codes and process them if necessary. If there are no faults, perform a short test drive (approx. 10 min). While doing so make sure that the GSM and GPS reception level is sufficiently high.

1.e) Creation of a PTSS case. Attach a control unit log of the N112/9 control unit for the telematics services (HERMES) and the head unit (A26/17 or A40/3 or A2) to the PTSS case.

1.f) Reset the initial authorization certificate of the N112/9 control unit for the telematics services (HERMES). (See attachment "Reset initial authorization certificate of HERMES")

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2.) Please contact Verizon Dealer Support and notify them of the registration status. The following information for the control unit N112/9 in question requires: ICCID, IMEI, IMSI, IMSISDN, serial number. Support will contact Verizon Wireless to rectify the complaint.

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3.a) CEP.30, CEP.31, CEP.32, CEP.35, CEP.37, CEP.38, CEP.39, CEP.3A: Creation of a PTSS case. Attach a control unit log of the N112/9 control unit for the telematics services (HERMES) to the PTSS case.

3.b) CEP.33: Temporary backend malfunction. Wait for 24 hours then assess the complaint again.

3.c) CEP.34, CEP.36, CEP.3B, CEP.3C: Use XENTRY Diagnosis to perform a new initial startup of the N112/9 control unit for the telematics services (HERMES) and the head unit (A26/17 or A40/3 or A2). Then reset the initial authorization certificate of the N112/9 control unit for the telematics services (HERMES) (see attachment "Reset initial authorization certificate of HERMES"). A memory in the Daimler Vehicle Backend enables the registration process to be delayed by 24h. Please wait 24 hours and perform a test drive. If, after this, registration is still not successful please create a PTSS case. Attach a current quick test along with an up-to-date control unit log of the N112/9 control unit for the telematics services (HERMES) to the PTSS case.

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4.a) TOC.40 to TOC.46: Creation of a PTSS case. Attach a control unit log of the N112/9 control unit for the telematics services (HERMES) to the PTSS case.

4.b) TOC.47: Using XENTRY Diagnosis perform a new initial startup of the N112/9 control unit for the telematics services (HERMES). Then reset the initial authorization certificate of the N112/9 control unit for the telematics services (HERMES) (see attachment "Reset initial authorization certificate of HERMES"). A memory in the Daimler Vehicle Backend enables the registration process to be delayed by 24h. After 24h perform a brief test drive. If, after this, registration is still not successful please create a PTSS case. Attach a current quick test along with an up-to-date control unit log of the N112/9 control unit for the telematics services (HERMES) to the PTSS case.

File	Designation
reset initial authorization certificate of HERMES.jpg	Reset of initial authorization certificate of HERMES

Symptoms

Symptom

Communication/information / Telematics service / Customer hotline / MB info nonfunctional
 Communication/information / Telematics service / Vehicle status and configuration / Remote door unlocking/locking / Malfunction
 Communication/information / Telematics service / Accident and breakdown management / Cannot connect call
 Communication/information / Telematics service / Customer hotline / Cannot connect call
 Communication/information / Communication / Internet/email / Internet function / No connection possible
 Communication/information / Communication / Internet/email / Internet services / Service unavailable
 Communication/information / Communication / Internet/email / Internet services / Surfing the Internet is unavailable
 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 / SIM card disabled
 Communication/information / Telematics service / Activation/deactivation / SIM card is not detected
 Communication/information / Telematics service / Vehicle status and configuration / Vehicle homepage / Malfunction

Communication/information / Telematics service / Locating services / Vehicle position/vehicle locating / Malfunction

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

Communication/information / Telematics service / Activation/deactivation / MB-App cannot be activated/deactivated

Communication/information / Telematics service / Vehicle status and configuration / Remote vehicle status query / No display/message

Communication/information / Telematics service / Vehicle status and configuration / Vehicle function programming / Programming not possible

Control unit/fault code

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

GPS Data and Mobile Network information

GPS Data

UTC Year	2017
UTC Month	October
UTC Day	3
UTC Hour	18
UTC Min	45
UTC Sec	34
Latitude Direction	North
Latitude Degrees	35
Latitude Minutes	33
Latitude Seconds	49
Longitude Direction	West
Longitude Degrees	82
Longitude Minutes	37
Longitude Seconds	53
GPS Fix	3D Fix

Mobile Network

Connection Type	LTE
Signal in Bars	4
Service Status	Valid services
Roaming Status	Not Roaming
BT Connection (nur BT-Varianten)	Not Connected - Not Paired
BT-Address HERMES (nur BT-Varianten)	74 6F F7 AB 71 32
BT-Address HU (nur BT-Varianten)	00 00 00 00 00 00
WLAN Connection (nur WLAN-Varianten)	WLAN and WCC Connected
MAC-Address HERMES (nur WLAN-Varianten)	74 6F F7 AB 71 31
USB Connection (nur USB-Varianten)	

LI82.85-P-067581_2



„Over the air Registration“ (OTAR) Process Overview

Simplified representation of the OTAR process
MB USA/CE, Jacksonville, October 4th, 2017

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Das Beste oder nichts.



OTAR process overview

Preconditions

Registration at MNO

Certificate Exchange Protocol

Final Registration

- There are several steps required for a successful OTAR
- The key players are the vehicle (Preconditions), the MNO (Mobile Network Operator - Verizon Wireless), DaiVB (Daimler Vehicle Backend) and VZT (Verizon Telematics)
- OTAR will start at VPC for new vehicles or after a change of HERMES
- OTAR attempts are always triggered by a key cycle (3 Retries within ~ 10 minutes)



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OTAR process overview

Preconditions

Registration at
MNO

Certificate
Exchange Protocol

Final Registration

- HERMES control unit is in status "provisioning mode"
- Vehicle has proper GPS reception
- Vehicle has proper 3G/4G reception



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OTAR process overview

Preconditions

Registration at
MNO

Certificate
Exchange Protocol

Final Registration

- Activate the internal SIM card
- Configure the right APN (Access Point Name)
- Assign and activate the MSISDN (telephone number)



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OTAR process overview

Preconditions

Registration at
MNOCertificate
Exchange Protocol

Final Registration

- Vehicle requests a valid certificate for communicating with the DaiVB
- DaiVB will check all necessary values in VeDoc (IMSI, ICCID, IMEI, Serial Number of Head-Unit)
- Only if the vehicle is known the vehicle will receive a valid authorization certificate



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OTAR process overview

Preconditions

Registration at
MNOCertificate
Exchange Protocol

Final Registration

- Add vehicle data to Daimler backend systems
- Activate "In-Service mode" in HERMES control unit
- Configure (activate / deactivate) mbrace services



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SIM Card Data in Vedoc

Identifikation		Aggregate		Codes		SAA-Nummern		VPD-Daten		Seriennummern		Historie	
Zertifizierung	Vertriebsdaten	Ausstattung	Typschild	AO-Texte	1	Steuergerte	Werktexte	Diebstahlrelevante Daten	DRT-Bestellungen	Navigation			
Benennung													
SEAT-D Sitzsteuergerät Fahrer				Typ	Diogenes-N.	Kurz	Ver.	Hardware-SNR	SCN	CVN	Zus.	Ser.	And.
ARWT Automatische Rückwandtür				SEAT	SEATD222	SFD		205 901 54 02	2 205902910735		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CPC Central Powertrain Controller					PTCM222	PTCM		205 901 20 08	2 205902020535		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CPF Hardware					CEPC	CPC		000 901 64 02	0 000901640235 F733E711		<input type="checkbox"/>	0009016402400	<input checked="" type="checkbox"/>
EPS Steuergerät elektrische Lenkung					CPF222	CPF		222 901 00 01	2 222902591235		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ESP Elektronisches Stabilitätsprogramm					EPS205_ZF	EPS		205 901 24 04			<input type="checkbox"/>	2059012404133	<input checked="" type="checkbox"/>
EZS Elektronischer Zündstartschalter					ESP205	ESP		253 901 14 00	2 253902850035 84B9D59F		<input type="checkbox"/>	2539011400261	<input checked="" type="checkbox"/>
GSG Getriebe-Steuergerät					EIS222	EZS		205 901 31 12	2 222902581235		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
GSL Gurtstraffer links					VGSNAG3	GSG		000 901 50 00	0 000902163835 EBB99738		<input type="checkbox"/>	0009015000317	<input checked="" type="checkbox"/>
GSR Gurtstraffer rechts					RBTMFL222	GSL		222 901 49 01	2 222902930935		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HU Head Unit					RBTMFR222	GSR		222 901 50 01	2 222902930935		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hermes Steuergerät				HEAD_HU6	HU			205 901 06 15	2 205902651815	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HRM069H26381C	<input checked="" type="checkbox"/>
Hermes Steuergerät				HERMES	HERM	Herm		213 901 91 00	2 213902711015	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2139003917000	<input checked="" type="checkbox"/>
KG Keyless-Go					KG222	KG		222 901 82 02	2 222902001235		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KI Kombiinstrument					IC222	KI		205 901 42 15	2 205902431835		<input type="checkbox"/>	2059014215009	<input checked="" type="checkbox"/>
KLA-V Klimabedieneinheit vorne					HVAC222	KLA		205 901 20 04	2 222902561435		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LWR-M Leuchtwertenregulierung Master					VPDP/HU_FL253	LRL		253 901 05 00	2 253902890035	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2229004812821	<input checked="" type="checkbox"/>
LWR-S Leuchtwertenregulierung Slave					VPDP/HU_FR253	LRR		222 901 79 01	2 253902890035	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2539007000821	<input checked="" type="checkbox"/>
MPC Multi Purpose Camera					MMPC222	MPC		222 820 09 97	2 222902571035		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MSG Motor-Steuergerät					MED40	MSG		274 901 16 00	2 274901160035 70039FEC		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ORC Airbag-Steuergerät					ORC222	ORC		205 901 75 13	2 205902731135		<input type="checkbox"/>	T19XX18271707	<input checked="" type="checkbox"/>
PTS Parktronic-System					PARK222	PTS		000 901 75 02	0 000902582535		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
RDK Reifendruckkontrolle					TPM222	TPM		000 901 45 06	0 000902862435		<input type="checkbox"/>	0949018617020	<input checked="" type="checkbox"/>
RDU-S3 RDU-Sensor 3					FCW222	FCW		000 901 85 04	0 000902403535		<input type="checkbox"/>	S639687900A17	<input checked="" type="checkbox"/>
RDU-S5 RDU-Sensor 5					IBSM3G205	FBSMR		000 901 88 02			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
RDU-S8 RDU-Sensor 8					IBSM3G205	FBSMR		000 901 88 02			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Software und Komponenten des ausgewählten Steuergerätes													
Sachnummer		Software-ZGS		Alias		Benennung		Identifikations-		Seriennummer			
000 902 12 21				FID2		Embedded UICC-ID Teil 2							
000 902 13 21						ICCID Integrated Circuit Card Identifier		89148000003421826566					
000 902 14 21						IMEI International Mobile Equipment Identity		359536063901003					
000 902 16 21						IMSI International Mobile Subscriber Identity		311480994196219					

Compare this data with SIM Card Data from Control Unit Log of HERMES

SIM Card Data

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

Events

Code	B15CE00
First quick test result	A+S
Current fault status	A+S

Error codes	
Events	
Code	B15CE00
Last quick test result	A+S
Current fault status	CURRENT and STORED

Environment Data

Internal Voltage	14
Battery Voltage	14
Ignition State	IGN_ON
Odometer	35
Internal Temperature	25
VIN Original (VIN aus SG)	WDC0G4K [REDACTED]
VIN Current (VIN aus Fzg)	WDC0G4K [REDACTED]

Provider

EUICC	89148000003421826566
ICCID	89148000003421826566
IMEI	359536063901003
IMSI	311480994196219
MSISDN	+14706313306
Operating Mode (Betriebszustand)	Provisioning Mode
Registration Error Status (Status d. Registrierung)	Other OTAR errors/reserved
Registration Process (Prozess d. Registrierung)	Not Active
Certificate Status (Status d.Zertifikats)	Regular certificate, file valid
03.10.2017 14:51:36	
Copyright 1999 Daimler AG	
07/2017	
253.949	
WDC0G4K [REDACTED]	
Page '9' of '21'	

Status of registration in XENTRY Diagnosis

XENTRY Diagnostics Mercedes-Benz

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

12.0V Ignition ON

Version | Error codes / Events | **Actual values** | Adaptations | Control unit log | List of fault codes | Tests | Author data

Selection

- Power supply / Environmental data
- Buttons
- Wheel positions
- GPS data
- Cellular telephone system and data communications
- Activation status**
- Telematic services
- >>> Entwicklungsdaten

Activation status

Actual values

No.	Name	Actual value	Specified value
026	Reception field strength Cellular telephone system	0%	
727	Operating condition	OPERATING	
880	Status of registration	Error when replacing certificate (CEP.36)	SUCCESSFUL
958	Process of registration in current ignition cycle	COMPLETED	COMPLETED
028	Status of authorization certificate	Initial authorization certificate NO LONGER VALID	Initial authorization certificate VALID, Authorization certificate VALID
638	VIN stored in control unit		
985	EUICC	1234567890123456	

Information

Stop monitoring | Information | Table | Bar graph | Line graph

reset initial authorization certificate of HERMES

XENTRY Diagnostics Mercedes-Benz

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

12.0V Ignition ON

Version | Error codes / Events | Actual values | **Adaptations** | Control unit log | List of fault codes | Tests | Author data

Selection

- H4/27 (Center instrument panel speaker)
- Muting
- Central locking
- Restoration of initial authorization certificate**
- Self-test
- Control unit reset

Restoration of initial authorization certificate

Sequence of the actuation:

- This actuation is used to reset the authorization certificate of the control unit 'N112/9 (HERMES control unit)'.
- Resetting the certificate is useful e.g. if there are connection problems relating to the telematics services.

Status of actuation

Actuation NOT STARTED

▶ Restore initial authorization certificate.

Continue ▶

Logged in: 213.050 E (213) E: 274.920 T: All