

Fault message in instrument cluster "SOS not ready" - SOS button in overhead control panel flashes

Topic number	LI82.95-N-070783
Version	1
Function group	82.95 Emergency call system
Date	01-21-2020
Validity	Model 447.6xx/7xx with code JH3 (COMMUNICATION MODULE (LTE) FOR DIGITAL SERVICES)
Reason for change	Remedy updated.
Reason for block	

Complaint:

When the engine is started or during a journey, the fault message "SOS not ready" appears in the instrument cluster (A1).

The problem may notably occur at low outside temperatures.

In addition the following fault codes may be present and/or stored in control unit N112/9 - 'HERMES' telematics services communication module (code EY3):

B143A13 - Microphone 1 has a malfunction. There is an open circuit.

B129C00 - The telematics services control unit has a malfunction.

In addition, an automatic roadside assistance call may be triggered.

Cause:

The topic is under analysis

Please do not replace any parts.

Remedy:

Carry out the following test at the point when the fault occurs:

1. Expose overhead control panel control unit (N70), do not disconnect.
2. Start roadside assistance call (not SOS) "for test purposes".
3. Measure voltage at microphone connector B25/39 between pin 1 and pin 2 during the phone call.
4. Measure voltage at HERMES control unit (N112/9) between pin 29 (ground) and pin 30 (positive) during a telephone call.

Create a PTSS case with the following attachment:

- Measured microphone voltage
- Measured voltage at HERMES control unit (N112/9)
- The approximate outside temperature and vehicle interior temperature at the time of the measurement
- Quick test
- Control unit log from the HERMES control unit (N112/9)

Attachments	
File	Description
Mikrofon.jpg	Microphone wiring diagram

XENTRY TIPS

Symptoms

Communication/information / Telematics service / Emergency call / Operates without obvious cause

Communication/information / Information display / Indicator lamp / lit

Communication/information / Telematics service / Emergency call / SOS button is nonfunctional

Communication/information / Telematics service / Emergency call / Cannot connect call

Communication/information / Telematics service / Emergency call / SOS button flashes

Communication/information / Telematics service / Emergency call / Malfunction

Control unit/fault code

Control unit	Fault code	Fault text
N112/9 - Communication module 'Telematics services' HERMES (Code: EY3)	B143A13	Microphone 1 has a malfunction. There is an open circuit.
N112/9 - Communication module 'Telematics services' HERMES (Code: EY3)	B129C00	The control unit for telematics services has a malfunction. _

Validity

Vehicle	Engine	Transmission
Vito/Metris 447	*	*

Attachments

XENTRY TIPS

Mikrofon.jpg:

