

Vehicles with code 077 (HERMES dummy module) - Mercedes me connect services including emergency call system (eCall) restricted/unavailable

Topic number	LI82.85-P-073418
Version	1
Function group	82.85 - Navigation and Communication systems
Date	8/4/21
Validity	Model series 118, 177, 213, 247, 253, 238, and 257 with code 362 and code 077
Reason for change	

Complaint

On vehicles with code 077 (HERMES dummy module) the following functions are restricted/unavailable:

The availability of the listed equipment/services can vary depending on the model series involved.

351 Mercedes-Benz Emergency Call System

- Automatically or manually activated emergency call

Mercedes me connect Standard Services

- Software updates
- Remote Retrieval of Vehicle Status such as, e.g. fuel level
- Telediagnosis, vehicle diagnosis
- Online Maintenance/Accident or Breakdown Management

355 Extended MBUX functions

- Online functions of MBUX voice assistant "Hey Mercedes"

367 Preinstallation for Live Traffic Information

- Traffic information in real time, including Car2x-communication

502 Preinstallation for map updates

- Update of navigation card through Over-the-Air update

01U Preinstallation for Navigation Services

XENTRY TIPS

·Display of parking area and weather information

365 Hard disk navigation

·Online destination search (including entry through What3Words)

33U Remote Services Plus

·Remote Door Locking and Unlocking

·Remote Window and Sunroof Control

·Storage of profiles in vehicle with personalization options such as mirror setting

·Query of Vehicle Locator / geographic location monitoring

34U Premium Remote Services

·Remote Door Locking and Unlocking

·Remote Window and Sunroof Control

·Storage of profiles in vehicle with personalization options such as mirror setting

·Query of Vehicle Locator / geographic location monitoring

·Stolen Vehicle Help

37U Advanced Remote Services

·Remote Door Locking and Unlocking

·Remote Window and Sunroof Control

·Storage of profiles in vehicle with personalization options such as mirror setting

·Query of Vehicle Locator / geographic location monitoring

·Remote engine start

P54 360 GUARD vehicle protection

·Theft notification and parking damage detection using the Mercedes me App

P82 360 GUARD Plus vehicle protection

·Theft notification and parking damage detection using the Mercedes me App

·Stolen Vehicle Assistance

PBP Energizing Package

PBR ENERGIZING Plus Package

·Energizing Comfort programs

Note: The control unit for the telematics services (HERMES) will not be listed in an XENTRY diagnosis session, because a non-functional "HERMES dummy" is installed.

XENTRY TIPS

Attachments	
File	Description
SOS unavailable OCP sticker.png 	SOS unavailable sticker on OCP
Code 077 OM supplement.pdf	

Cause

Supply shortages for semiconductor components.

Affected vehicles are identified by code 077 (SPECIAL ASSEMBLY HERMES COMMUNICATION MODULE).

Remedy

Do not perform any actions as the vehicle is operating as-built.

Note: As soon as the required parts become available, the HERMES communications module will be retrofitted to these vehicles as part of a service campaign. Information on this will be provided through the standard communication channels.

Symptoms
Communication/information > Communication > Internet/email > Internet function > No connection possible
Communication/information > Communication > Internet/email > Internet services > Service unavailable
Communication/information > Telematics service > Emergency call > SOS button is nonfunctional
Communication/information > Telematics service > Emergency call > No/faulty vehicle position transferred
Communication/information > Telematics service > Emergency call > Cannot connect call
Communication/information > Telematics service > Emergency call > No/faulty vehicle data transferred
Communication/information > Telematics service > Accident and breakdown management > No/faulty vehicle data transferred
Communication/information > Telematics service > Accident and breakdown management > No/faulty vehicle position transferred
Communication/information > Telematics service > Accident and breakdown management > Cannot connect call
Communication/information > Telematics service > Customer hotline > MB info nonfunctional
Communication/information > Telematics service > Customer hotline > MB-Info button nonfunctional

XENTRY TIPS

Communication/information > Telematics service > Customer hotline > No/faulty vehicle data transferred
Communication/information > Telematics service > Customer hotline > No/faulty vehicle position transferred
Communication/information > Telematics service > Customer hotline > Cannot connect call
Communication/information > Telematics service > Vehicle status and configuration > Remote door unlocking/locking > Malfunction
Communication/information > Telematics service > Vehicle status and configuration > Vehicle homepage > Registration not possible
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
Communication/information > Telematics service > Vehicle status and configuration > Vehicle function programming > Malfunction
Communication/information > Telematics service > Activation/deactivation > Control unit cannot be activated/deactivated
Communication/information > Telematics service > Maintenance and telediagnosis > Telediagnosis button nonfunctional
Communication/information > Telematics service > Maintenance and telediagnosis > Maintenance data are not transferred
Communication/information > Telematics service > Maintenance and telediagnosis > Telediagnosis data are not transferred
Communication/information > Telematics service > Locating services > Vehicle position/vehicle locating > No/faulty vehicle data transferred
Communication/information > Telematics service > Locating services > Vehicle position/vehicle locating > No/faulty vehicle position transferred
Communication/information > Telematics service > Locating services > Vehicle position/vehicle locating > Cannot connect call

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note