

"SOS nonfunctional" message in the instrument cluster display. DTC B129C00 stored in control unit HERMES

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|-------------------|---|
| Topic number | LI82.95-P-074845 |
| Version | 1 |
| Function group | 82.95 - Emergency call system |
| Date | 5/16/22 |
| Validity | All model series with SA code 360/362 and Mercedes me connect |
| Reason for change | |

Complaint

The "SOS nonfunctional" message displays intermittently in the instrument cluster of the vehicle. The fault code B129C00 is stored in the control unit log.

The message usually occurs after the vehicle has been non-operational for an extended period of time; then the message disappears after a few minutes.

The emergency call system is functioning when tested.

Cause

Software in N112/9 control unit for telematics services (HERMES).

Remedy

Software update for control unit N112/9 - Control unit for telematics services (HERMES) to software release E522.7.

In isolated cases, the message in the instrument cluster may still be displayed despite installation of the latest HERMES software.

The cause of this is still under investigation. Please do not replace any parts. Create a PTSS Cases.

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| Symptoms | | | | |
| Communication/information > Telematics service > Emergency call > Warning message in instrument cluster | | | | |
| Control unit/fault code | | | | |
| Control unit | | Fault text | | |
| N112/9 - Control unit for telematics services (HERMES) | | B129C00 - The control unit for telematics services has a malfunction. _ | | |
| Operation numbers/damage codes | | | | |
| Op. no. | Operation text | Time | Damage code | Note |
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XENTRY TIPS

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