

Wrong Timestamp/Status Displayed in Mercedes Me App

Topic number	LI82.85-P-077312
Version	1
Function group	82.85 - Navigation and Communication systems
Date	1/22/24
Validity	All car lines with RAMSES 1.1 module. Hardware part number of RAMSES beginning with A 206 XXX XXXX
Reason for change	

Complaint

Updating the RAMSES 1.1 module to the latest SW-version E139.4 will lead to an error in the modules vtime and therefore the following possible connectivity issues:

Remote Status:

- The last updated timestamp shown in vehicle status leaf page will have the wrong information.

Geofence:

- Geofence notifications will not be sent when vtime is invalid.

Programming of Charge Settings:

- Updated timestamp in charge settings leaf page will have wrong timestamp.
- End of charging timestamp would have the wrong information.
- Status and end of charging are not displayed.
- Function itself is not affected, only the timestamps are wrong.

Pre Entry Climate Control:

- The last updated timestamp shown in vehicle status leaf page will have the wrong information.
- Next departure time would be impacted.
- Function itself is not affected, only the timestamps are wrong.

Cause

Software-Bug in RAMSES 1.1 Software E139.4.

Remedy

A fix for this issue will be implemented in the next coming RAMSES 1.1 SW E139.5 early 2024.

Symptoms
Communication/information > Telematics service > Vehicle status and configuration > Remote vehicle status query > Incorrect display/message
Communication/information > Telematics service > Vehicle status and configuration > Vehicle function programming > Malfunction
Communication/information > Telematics service > Locating services > Geographical vehicle monitoring > Malfunction, alarm/message

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