

"SOS mbrace Service Not Activated" displayed in Instrument Cluster

Themen-Nummer	LI82.95-P-054406
Version	1
Konstruktionsgruppe	82.95 Emergency call systems
Stand	08-10-2012
Gültigkeit	All MY13 166, 172, 204, 207, 212, 218, 231, 463
Änderungsgrund	

Beanstandung:

"SOS mbrace Service Not Activated" displayed in Instrument Cluster after vehicle taken out of transport mode

Note: "SOS mbrace inoperative" is indicative of a different issue.

Ursache:

Over the Air Registration has failed or has not been completed

Abhilfe:

- 1.) Ensure vehicle is in a location with known good Verizon Wireless signal
- 2.) Verify location and time on head unit is accurate (e.g. ensure good GPS coverage)
- 3.) If ignition has been on for more than 4 minutes, cycle the ignition and wait for another 4 minutes
- 4.) If message remains in Instrument Cluster after the above steps have been taken, call HTI dealer support (877-826-6319) with you vehicle information and state that the OTAR (Over the Air Registration) process has failed on the vehicle you are working on and that you have verified proper operating conditions prior to calling. They will assist you in completing the OTAR process.

Symptome
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / Cannot be authorized
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / Reauthorization fails
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / Poor reception
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / SOS button is nonfunctional
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / No/faulty vehicle position
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / Activation/deactivation fails
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / Cannot connect call

Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / Busy signal/network message
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / No/faulty vehicle data
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / Telediagnosis button nonfunctional
Communication/information / Communication / Telematics service / TELEAID emergency call system / MB Information / MB info nonfunctional
Communication/information / Communication / Telematics service / TELEAID emergency call system / TELEAID function / SOS button flashes
Communication/information / Communication / Telematics service / TELEAID emergency call system / MB Information / MB-Info button nonfunctional
Communication/information / Communication / Telematics service / TELEAID emergency call system / MB Information / Busy signal/network message
Communication/information / Communication / Telematics service / TELEAID emergency call system / MB Information / No/faulty vehicle data
Communication/information / Communication / Telematics service / TELEAID emergency call system / MB Information / No/faulty vehicle position
Communication/information / Communication / Telematics service / TELEAID emergency call system / MB Information / Cannot connect call
Communication/information / Communication / Telematics service / mbrace emergency call system (USA) / TELE-DIAGNOSIS / Cannot be authorized