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## "SOS mbrace Service Not Activated" displayed persistently in Instrument Cluster

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Topic number	L182.95-P-054406
Version	5
Design group	82.95 Emergency call systems
Date	08-28-2013
Validity	All MY13 and newer 166, 172, 204, 207, 212, 218, 231, 463
Reason for change	Updated remedy
Reason for block	

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**Complaint:**

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

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

**Cause:**

Over the Air Registration has failed or has not been completed

**Remedy:**

Note: DO NOT Deactivate/Deprovision the mbrace control unit. The new mbrace hardware (option code 348) is not the same as the old mbrace hardware (option code 359), so deactivation / three-button-press will not work and only further complicate the activation process!!

Note: If the message "SOS mbrace Service Not Activated" is displayed for ~10 seconds only after an mbrace button press, (i-button, wrench button, or SOS-button) then this is normal behavior if a customer does not have an active mbrace subscription. Another side effect of this will be event code B15CE00 (Registration with TOC has failed) CURRENT and STORED in the mbrace module. This is also normal behavior for non mbrace subscribers. Therefore, the cost of activating the customers mbrace subscription in this case should not be claimed under warranty.

- 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, turn the ignition OFF, then turn the ignition back ON and wait for another 8 minutes

Note: If complaint has been resolved by step 3 then the system is working as designed. No warranty claim should be created (activity is included within standard PDI check).

4a.) If message remains in Instrument Cluster after the above steps have been taken (please perform step 4b in parallel to this step), call Verizon Telematics dealer support (877-826-6319) with your 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 (e.g. that you have performed steps 1-3) prior to calling. They will assist you in completing the OTAR process.

4b.) In order to improve the overall registration process we need more information as to what may be causing vehicles to not register properly. To do this, please create a PTSS case with the following symptom string: >Communicati-

# XENTRY

on/information>Communication>Telematics service>TELEAID emergency call system>TELEAID function>Activation/deactivation fails and include the following in the case:

- Activation status page from actual values in Xentry under the mbrace control unit showing the following:
  - Operating condition: in-service/in-provisioning/out-of-service/transport mode/production mode
  - Registration error status
  - Working key: valid or invalid
- Which mbrace functions are not working properly (internet, remote door lock, i/r-button, etc.), and a detailed explanation what the problem is (e.g. network announcements)
- mbrace control unit log
- Confirmation that Verizon Telematics has been contacted and that the account is properly set up on their side. When in contact with Verizon Telematics, what is the activation status of the customer's account?
- Have you experienced similar problems with other vehicles in the same location, please indicate vehicle/location/case.
- When closing the case, please explain how the issue was resolved

Symptoms
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

# XENTRY

Communication/information / Communication / Telematics service / mbrace emergency call system (USA) / TELE-DIAGNOSIS / Cannot be authorized

Validity		
Vehicle	Engine	Transmission
166.003	*	*
166.004	*	*
166.023	*	*
166.024	*	*
166.055	*	*
166.057	*	*
166.058	*	*
166.073	*	*
166.074	*	*
166.824	*	*
166.872	*	*
166.873	*	*
166.874	*	*
204.000	*	*
204.001	*	*
204.002	*	*
204.003	*	*
204.006	*	*
204.007	*	*
204.008	*	*
204.022	*	*
204.023	*	*
204.025	*	*
204.031	*	*
204.041	*	*
204.044	*	*
204.045	*	*
204.046	*	*
204.047	*	*
204.048	*	*
204.049	*	*
204.052	*	*
204.054	*	*
204.055	*	*
204.056	*	*
204.057	*	*
204.065	*	*

# XENTRY

204.077	*	*
204.080	*	*
204.081	*	*
204.082	*	*
204.085	*	*
204.087	*	*
204.088	*	*
204.089	*	*
204.092	*	*
204.200	*	*
204.201	*	*
204.202	*	*
204.203	*	*
204.207	*	*
204.208	*	*
204.222	*	*
204.223	*	*
204.225	*	*
204.231	*	*
204.241	*	*
204.245	*	*
204.246	*	*
204.247	*	*
204.248	*	*
204.249	*	*
204.252	*	*
204.254	*	*
204.256	*	*
204.257	*	*
204.277	*	*
204.282	*	*
204.289	*	*
204.292	*	*
204.302	*	*
204.303	*	*
204.331	*	*
204.347	*	*
204.348	*	*
204.349	*	*
204.357	*	*
204.377	*	*
204.388	*	*
204.901	*	*

# XENTRY

204.902	*	*
204.904	*	*
204.956	*	*
204.957	*	*
204.981	*	*
204.982	*	*
204.983	*	*
204.984	*	*
204.987	*	*
204.988	*	*
204.990	*	*
204.992	*	*
204.993	*	*
204.997	*	*
207.302	*	*
207.303	*	*
207.322	*	*
207.323	*	*
207.347	*	*
207.348	*	*
207.355	*	*
207.356	*	*
207.357	*	*
207.359	*	*
207.372	*	*
207.373	*	*
207.388	*	*
207.402	*	*
207.403	*	*
207.422	*	*
207.423	*	*
207.447	*	*
207.448	*	*
207.455	*	*
207.456	*	*
207.457	*	*
207.459	*	*
207.472	*	*
207.473	*	*
212.002	*	*
212.003	*	*
212.005	*	*
212.020	*	*

# XENTRY

212.021	*	*
212.023	*	*
212.024	*	*
212.025	*	*
212.041	*	*
212.047	*	*
212.048	*	*
212.052	*	*
212.053	*	*
212.054	*	*
212.055	*	*
212.056	*	*
212.057	*	*
212.059	*	*
212.072	*	*
212.073	*	*
212.074	*	*
212.077	*	*
212.080	*	*
212.082	*	*
212.087	*	*
212.088	*	*
212.089	*	*
212.090	*	*
212.091	*	*
212.093	*	*
212.095	*	*
212.098	*	*
212.147	*	*
212.148	*	*
212.154	*	*
212.202	*	*
212.203	*	*
212.205	*	*
212.220	*	*
212.221	*	*
212.223	*	*
212.224	*	*
212.225	*	*
212.247	*	*
212.248	*	*
212.254	*	*
212.255	*	*

# XENTRY

212.256	*	*
212.257	*	*
212.259	*	*
212.272	*	*
212.273	*	*
212.274	*	*
212.277	*	*
212.280	*	*
212.282	*	*
212.287	*	*
212.288	*	*
212.289	*	*
212.291	*	*
212.293	*	*
212.298	*	*
218.303	*	*
218.323	*	*
218.355	*	*
218.359	*	*
218.373	*	*
218.374	*	*
218.391	*	*
218.393	*	*
218.903	*	*
218.923	*	*
218.959	*	*
218.973	*	*
218.974	*	*
218.991	*	*
218.993	*	*
463.202	*	*
463.204	*	*
463.206	*	*
463.207	*	*
463.208	*	*
463.209	*	*
463.215	*	*
463.218	*	*
463.220	*	*
463.221	*	*
463.222	*	*
463.224	*	*
463.225	*	*

# XENTRY

463.227	*	*
463.228	*	*
463.230	*	*
463.231	*	*
463.232	*	*
463.233	*	*
463.235	*	*
463.236	*	*
463.237	*	*
463.238	*	*
463.240	*	*
463.241	*	*
463.243	*	*
463.244	*	*
463.245	*	*
463.246	*	*
463.247	*	*
463.248	*	*
463.249	*	*
463.250	*	*
463.254	*	*
463.270	*	*
463.271	*	*
463.272	*	*
463.273	*	*
463.274	*	*
463.300	*	*
463.303	*	*
463.304	*	*
463.306	*	*
463.307	*	*
463.308	*	*
463.309	*	*
463.315	*	*
463.318	*	*
463.320	*	*
463.321	*	*
463.322	*	*
463.323	*	*
463.324	*	*
463.325	*	*
463.327	*	*
463.328	*	*



# XENTRY

463.330	*	*
463.331	*	*
463.332	*	*
463.333	*	*
463.335	*	*
463.336	*	*
463.338	*	*
463.340	*	*
463.341	*	*
463.346	*	*
SL (231)	*	*
SLK (172)	*	*