

Message "SOS - Service Not Activated" in instrument cluster

Topic number	LI82.85-P-080507
Version	1
Function group	82.85 - Navigation and Communication systems
Date	4/20/26
Validity	all passenger car model series with SA 360, 362 and G-Class (model series 461, 463, 465)
Reason for change	

Complaint

After successful commissioning of the HERMES control unit (N112/9) with XENTRY Diagnosis DVD 03/2026, the message "SOS - service not activated" appears on the instrument cluster.

In addition, the following two conditions are also met:

- HERMES (N112/9) control unit: event code B15CE00 is ACTIVE and STORED (A+S)
- Vehicle Documentation System: For the HERMES control unit, the EID1, EID2, ICCID, IMEI, IMSI, TELNR fields in the "Identification/Serial number" column have the value "-"

Cause

Still under analysis

Remedy

Recommissioning of the HERMES control unit (N112/9) using XENTRY Diagnosis version 12/2025. This is mandatory:

XENTRY→ "N112/9 - Control unit for telematics services (HERMES)" -> "Adaptations" -> "Control unit commissioning"
-> "Commissioning of previously installed control unit"

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

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) (HERMES)	B15CE00 - Registration on the server for telematics services has failed. _

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