

Fault code B16AC00: Mercedes me connect services are inoperative and vehicle is offline

Topic number	LI82.85-P-080359
Version	1
Function group	82.85 - Navigation and Communication systems
Date	3/18/26
Validity	Affected model series
Reason for change	Wrong fault code

Complaint

Mercedes me connect services inoperative (me-Call, Remote Status, etc.).

Mercedes me services - activation not possible

Notes:

- The event code "B16AC00 - The configuration of the SIM card is erroneous" is active and stored
- The head unit shows no internet connection

Cause

The RAMSES module may be faulty. This fault profile can be recognized as follows:

With XENTRY Diagnosis, enter the "ACTUAL values" menu of the RAMSES control unit and read out the values with position 175 and 727.

ACTUAL values in the event of a fault:

Type of mobile service (position 175): No reception

Operating mode (position 727): Ready mode

Remedy

If B16AC00 is permanently active and saved and position 175 is no reception and position 727 is ready mode, it is highly likely that the communication module is faulty.

In this case, an initial start up must be carried out.

If the problem persists even after an initial start up, please create a TIPS case.

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 > Communication > Internet/email > Internet function > No connection possible
Communication/information > Communication > Internet/email > Internet services > Service unavailable
Communication/information > Telematics service > Activation/deactivation > No connection possible
Communication/information > Telematics service > Activation/deactivation > MB-App cannot be activated/deactivated

Control unit/fault code	
Control unit	Fault text
N112/2 - Communication module 'Telematics services' (RAMSES) (RAMSES)	B16AC00 - The configuration of the SIM card of the control unit is faulty. _
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Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note