

After Replacing The Communication Module, The Digital Extras (previously MercedesMe) Cannot Be Activated

Topic number	LI82.85-P-078473
Version	1
Function group	82.85 - Navigation and Communication systems
Date	10/3/24
Validity	All model series with "N112/9 - control unit for telematics services (HERMES)" or "N112/2 - control unit for telematics services (RAMSES)"
Reason for change	

Complaint

After a control unit replacement of "N112/9 - control unit for telematics services (HERMES)" or the "N112/2 - control unit for telematics services (RAMSES)", the Digital Extras (previously Mercedes me) cannot be activated.
The DTC B15CE00 is active or active+saved.

In vehicles with "N112/9 - control unit for telematics services (HERMES)":

- The message "SOS - service not activated" permanently lights up in the instrument cluster AND the actual value "Error when replacing certificate (CEP.36)" is displayed in the actual values for the activation status under "Registration status" (see picture 1).
- In the control unit log of the "N112/9 - control unit for telematics services (HERMES)", the registration error "CEP Invalid VIN/UniqueID combination" is displayed.

In vehicles with "N112/2 - control unit for telematics services (RAMSES)":

- The actual value "Error when replacing certificate (CEP.36)" is displayed in the actual values for the activation status under "Registration status" (see picture 1).
- In the control unit log of the "N112/2 - control unit for telematics services (RAMSES)", the registration error "CEP_VIN_UNIQUEID_INVALID" is displayed.

The emergency call is not impaired.

Attachments	
File	Description
Bild1.jpg	

Cause

In the event of a control unit replacement, sporadic problems in the back end could result in data from the new control unit not being updated in the back end system.

Remedy

Please create a TIPS case. In some cases, the problem rectifies itself on its own after a little while.

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 > Activation/deactivation > Control unit cannot be activated/deactivated
Communication/information > Telematics service > Activation/deactivation > Telematics service cannot be activated/deactivated
Communication/information > Telematics service > Activation/deactivation > No connection possible

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8209Z	