

Service code and workshop code do not match.

Topic number	LI00.20-P-080703
Version	1
Function group	00.20 - Maintenance, service system (FSS, ASSYST)
Date	6/12/26
Validity	Model series 118, 167, 177, 205, 213, 243, 247, 253, 257, 290, 293, 463, 465
Reason for change	

Complaint

Service code B1 displayed in the customer menu does not match the workshop code displayed in the workshop menu, e.g., 505 or 550A, which includes a service A.

Cause

The root cause is currently being investigated.

Remedy

To determine the cause, the instrument cluster control unit (N133/1) and powertrain control unit (N127) logs are required before confirming the service or correction using XENTRY Diagnosis.

Please open a TIPS case to BCE inbox with the requested information in the attachments.

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
Overall vehicle > Maintenance > Active Service System Plus ASSYST PLUS > Implausible
Communication/information > Telematics service > Maintenance and telediagnosis > Maintenance data faulty
Operation numbers/damage codes

XENTRY Tips

Op. no.	Operation text	Time	Damage code	Note
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