ASSYST values in XENTRY actual values and workshop menu of instrument cluster are implausibly excessive

Topic number	LI00.20-N-080626
Version	1
Function group	00.20 - Maintenance, service system (FSS, ASSYST)
Date	6/2/26
Validity	Models 907 with powertrain control unit (N127) (CPC)
Reason for change	

Complaint

ASSYST values in XENTRY actual values and workshop menu of instrument cluster are implausibly excessive. Information: According to ASSYST values in XENTRY Diagnosis and the instrument cluster workshop menu, a larger jump (for example 20,000 km or 12,500 miles) has been detected within one ignition cycle that does not match the usual customer usage pattern/maintenance history.

Cause

Differences between the ASSYST memory in the control units for the drivetrain (N127) (CPC) and the instrument cluster (A1) (IC)

Remedy

1. Connect 12 V charger (see AR54.10-D-1127TS for models 907).

Note: An adequate voltage from the on-board electrical system battery must be guaranteed for the entire duration of the work procedure.

Otherwise the control units could be damaged if an undervoltage occurs.

Information: Observe the operating instructions of the 12 V charger. Information: Use the 12 V charger to ensure a sufficient voltage (minimum 12.5 V) from the on-board electrical system battery.

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2. Connect diagnostic device (see AD00.00-D-2000-06TS for models 907).

Note: Always use the latest XENTRY Diagnosis Software (for this, observe Service Information SI00.01-D-0044SG).

Information: Strict compliance with the operation steps as per the diagnostic system is absolutely essential.

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3. Commission previously installed powertrain control unit (N127) (CPC).

Info: For this, select the following menu items: Quick test view → N127 - 'Powertrain' control unit (CPC) → Adaptations → Commissioning → Commission previously installed control unit

Note: When entering service data, it is important that the following format is used: DD/MM/YY.

Only enter the last two digits of the year (for example: 2026=26 for YY). Also make sure that the correct oil type is entered. (The pre-set default value is not always correct).

4.Perform the special procedure "Correct the status of the day cycle counter" in the electronic ignition lock control unit (N73/8) (EZS)

Note: Ensure that the initial registration date has been entered correctly. DD/MM/YYYY Then switch off the ignition, disconnect the diagnosis equipment and perform a battery reset for approximately 5 minutes.

Then repeat step 3 and continue with step 5.

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5. Reset ASSYST in the powertrain control unit (N127) (CPC).

Information: For this, select the following menu items: Quick test view → N127 - 'Powertrain' control unit (CPC) → Special processes → Special process: Reset ASSYST

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6. Commission previously installed instrument cluster (IC) control unit (A1/1).

Info: For this, select the following menu items: Quick test view → A1/1 - Instrument cluster (IC) (code JK5) → Adaptations → Commissioning → Commission previously installed control unit

Note: When entering service data, it is important that the following format is used: DD/MM/YY !!!

Only enter the last two digits of the year (for example: 2019=19).

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7. Disconnect diagnostic device from vehicle (see AD00.00-D-2000-06TS for models 907).

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8. Disconnect 12 V charger from vehicle (see AR54.10-D-1127TS for models 907).

Note: If no remedy has been achieved up to this point, please create a descriptive TIPS case (including all ASSYST actual values and control unit logs from the instrument cluster (IC) and drivetrain control unit (CPC)).

Note: Please refer to this LI in the "Notes" section of the warranty claim!

WIS-References		
Document number	Title	Note
AR54.10-D-1127TS	Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle	Model 907
AD00.00-D-2000-06TS	Connect/disconnect diagnostic unit	Model 907

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 > Information display > Trip computer > Malfunction
Overall vehicle > Maintenance > Active Service System ASSYST > No display
Overall vehicle > Maintenance > Active Service System ASSYST > Cannot be programmed
Communication/information > Information display > Overall component > Instrument cluster coding > Incorrectly coded
Overall vehicle > Maintenance > Active Service System Plus ASSYST PLUS > Implausible
Overall vehicle > Maintenance > Active Service System Plus ASSYST PLUS > Premature indication
Communication/information > Telematics service > Maintenance and telediagnosis > Maintenance data faulty

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		ZM	541Z9	Maintenance display (ASSYST) - The listed damage code is not to be considered as an acceptance of costs. The general guidelines in the Warranty Manual apply.