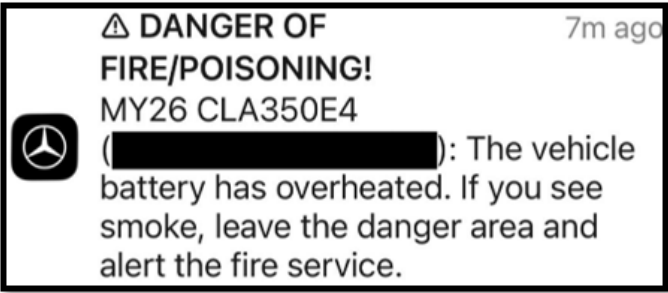


Mercedes Me App - Incorrect Notification in Regards to Battery Warning

Topic number	LI82.25-P-080756
Version	1
Function group	82.25 - Signaling equipment/Emergency alarm system
Date	7/1/26
Validity	174
Reason for change	

Complaint

Customer receives a message about an overheated vehicle battery.

Attachments	
File	Description
MMC warning event.png	

Cause

In very rare cases ARTEMIS is sending a battery warning event to the Mercedes Intelligent Cloud (MIC) even though the signal is not present on the vehicle.

Remedy

Update the vehicle to the latest available car package release MB.OS 1.3.10 or newer.

New ARTEMIS software E216.6 or higher will be installed that contains a fix.

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 > User account > Mercedes me App

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