FleetBoard vehicle computer

Supplement

Mercedes-Benz

Contents

English

English

Symbols

Symbols

> ⚠ **WARNING**
>
> Warning notes make you aware of dangers which could pose a threat to your health or life, or to the health and life of others.

> ♻ **Environmental note**
>
> Environmental notes provide you with information on environmentally aware actions or disposal.

⚠ Notes on material damage alert you to dangers that could lead to damage to your vehicle.

ⓘ These symbols indicate useful instructions or further information that could be helpful to you.

▶ This symbol designates an instruction you must follow.

▶ Several consecutive symbols indicate an instruction with several steps.

(▷ page) This symbol tells you where you can find further information on a topic.

▷ ▷ This symbol indicates a warning or an instruction that is continued on the next page.

Display This text indicates a message on the display.

Introduction

Operating safety

Important safety notes

> ⚠ **WARNING**
>
> Operating the integrated information systems and communications equipment in the vehicle while driving will distract you from traffic conditions. You could then lose control of the vehicle. There is a risk of an accident.

> Only operate these devices if road traffic conditions permit. If you are unsure about the surrounding conditions, pull over to a safe location and make entries only while the vehicle is stationary.

Observe the legal requirements for the country you are currently in.

Bear in mind that, at a speed of only 50 km/h, your vehicle is covering a distance of nearly 14 m per second.

When using the device please follow:

- the safety notes in these operating instructions
- traffic laws and regulations
- laws pertaining to motor vehicles and safety standards

ⓘ Improper work on electronic components or other systems (such as the radio and disc slot) and their software may result in malfunction or failure. Even systems that have not been modified could be affected because the electronic systems are connected. Malfunctioning electronics can severely impair the operating safety of the vehicle.

Therefore, have all work on and modifications to electronic components carried out at a qualified specialist workshop.

Equipment

This Supplement describes the FleetBoard vehicle computer with all standard and optional equipment available at the time of going to print. Country-specific deviations are possible. Bear in mind that the FleetBoard computer may not be equipped with all of the functions described. This also applies to safety-relevant systems and functions. The equipment level of your FleetBoard vehicle computer may therefore differ to what is shown in some of the descriptions and illustrations. Contact a Mercedes-Benz Service

Centre if you have any questions about equipment or operation.

Declaration of conformity

Vehicle components that receive and/or transmit radio waves

The following note refers to all components of the vehicle which receive and/or transmit radio waves and the integrated information systems and communications equipment in the vehicle:

ℹ The components of the vehicle that receive and/or transmit radio waves are compliant with the basic requirements and all other relevant regulations stipulated by Directive 1999/5/EC. You can obtain further information from any Mercedes-Benz Service Centre.

Electromagnetic compatibility

The electromagnetic compatibility of the vehicle components has been checked and certified according to the currently valid version of Directive ECE-R 10.
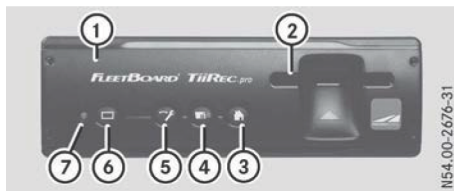
Qualified specialist workshop

Therefore, have all work on and modifications to electronic components carried out at a qualified workshop. It has the necessary specialist knowledge and tools for the work required. In particular, work relevant to safety or on safety-related systems must be carried out at a qualified specialist workshop.

A Mercedes-Benz Service Centre is a qualified specialist workshop.

Operating FleetBoard

FleetBoard overview

N54.00-2676-31

① FleetBoard vehicle computer
② Card slot (driver card or FleetBoard DriverCard)
③ ⌂ Home-Call button
④ Event-Call button
⑤ Service-Call button
⑥ Reads out driver card and sends data
⑦ LED indicator lamp

FleetBoard is an innovative Internet-based telematics service designed to provide constant communication between vehicle and headquarters at any time and location.

Some requirements must be met before FleetBoard can be operated, e.g. a service contract. For more information, please contact FleetBoard Support, see contact details in the publication details. You can obtain information on FleetBoard from any Mercedes-Benz Service Centre.

FleetBoard vehicle management enables unlimited access to consumption figures and information about vehicle parts that are subject to wear.

FleetBoard functions

The FleetBoard vehicle computer allows you to carry out the following functions:

• Analyse and calculate the driving style
• Record journey and rest periods
• Determine the position of the vehicle
• Remote readout of the driver card and the mass storage device of the digital tachograph

- Send predefined messages from the vehicle (Home-Call, Service-Call, Event-Call)
- Send vehicle maintenance due dates to the maintenance schedule, e.g. remaining distance for engine and transmission oil
- Send vehicle fault memory for fast diagnosis and breakdown assistance (only if the disclosure of data has been agreed to in the service contract)
- Send data for the purpose of operational analysis of the vehicle, e.g. current use and operating conditions
- Analyse and evaluate vehicle data via the Internet

Inserting/removing the FleetBoard DriverCard

N54.61-2160-31

FleetBoard DriverCard

The FleetBoard DriverCard is used to identify the driver for driver-related evaluation.

N54.00-2674-31

Avoid touching the contact surface points of memory chip ① with your fingers. Otherwise, errors could occur when reading memory chip ①.

▶ Switch the ignition lock to the drive position.

Before beginning the journey/trip:

▶ **To insert:** insert FleetBoard DriverCard ② into the card slot of the FleetBoard vehicle computer until it engages.
The lettering and memory chip ① on the FleetBoard DriverCard ② must be face up. If the FleetBoard DriverCard ② is inserted incorrectly, a warning tone sounds.

After the end of the journey/trip:

▶ **To remove:** remove FleetBoard DriverCard ② from the card slot.

Sending a message

With the FleetBoard vehicle computer, you can send three different messages to headquarters that have been predefined by headquarters.

▶ Switch the ignition lock to the drive position.

ⓘ When the green LED on the FleetBoard vehicle computer lights up permanently, the FleetBoard vehicle computer is operational.

▶ **To send a Home or Event-Call message:** press the 🏠 or ▭ button on the FleetBoard vehicle computer.
A short warning tone sounds over the loudspeaker. The FleetBoard vehicle computer generates the data which is to be sent; this may take a few seconds.

▶ **To send a Service-Call message/to activate roadside assistance:** press the 🔧 button on the FleetBoard vehicle computer for approximately 2 seconds.
A short warning tone sounds over the loudspeaker and the orange LED indicator lamp flashes. The FleetBoard vehicle computer generates the data which is to be sent; this may take some time. Leave the ignition switched on while the data is being sent. A short warning tone sounds over the loudspeaker and the green LED indicator lamp flashes three times when the message has been successfully sent. The roadside assis-

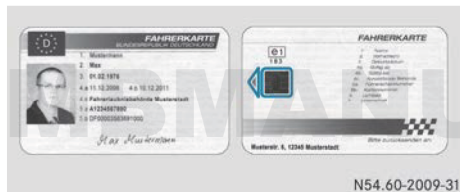tance data is now available to Mercedes-Benz Service.

▶ Switch the ignition lock to position **0**.

▶ Contact Mercedes-Benz Service (Customer Assistance Centre or national organisation).

If a longer warning tone sounds over the loudspeaker and the red LED indicator lamp flashes three times, the message has not been sent:

▶ Change the vehicle location.

▶ Send the message again.

Reading out the driver card and sending the data

Data on the driver card

Example: driver card

The data from the digital tachograph is stored on the driver card. You can use the FleetBoard vehicle computer to transmit this data to the FleetBoard Service Centre. Once the data has been transmitted, the central fleet office can download the data from the FleetBoard Service Centre via the Internet. The data must be made available to the authorities if requested.

The FleetBoard DriverCard is used to identify the driver for driver-related evaluation.

Avoid touching the contact surface points of memory chip with your fingers. Otherwise, errors could occur when reading the memory chip.

Reading out and sending data from the driver card

▶ Switch the ignition lock to the drive position.

▶ Insert the driver card into the card slot of the FleetBoard vehicle computer until it engages.
The memory chip and the arrow on the driver card must be facing upwards. If the driver card is inserted incorrectly, a warning tone sounds.

▶ Press the ⬜ button on the FleetBoard vehicle computer for approximately 2 seconds.
The LED indicator lamp on the FleetBoard vehicle computer flashes orange while the card is being read out. The card reading procedure can take up to approximately 1 minute. Once the card has been read out, a warning tone sounds and the LED indicator lamp lights up green again. The FleetBoard on-board computer automatically transmits the data it has read out to the FleetBoard Service Centre. Data is also transmitted when the key is not inserted in the ignition lock.

▶ Remove the driver card from the card slot

Driver card read-out error

Problem	Possible causes/consequences and ▶ Solutions
The LED indicator lamp lights up green and you hear a continuous warning tone until the driver card is removed.	The FleetBoard vehicle computer has not detected a valid driver card. There could be several reasons for this: • an invalid driver card has been inserted. • the driver card has been inserted incorrectly. • there is dirt on the driver card memory chip. ▶ Insert a valid driver card. Do not confuse the driver card with the FleetBoard DriverCard. ▶ Clean the contact surface points of the memory chip carefully with a lint-free cloth. ▶ Insert the driver card so that the arrow and contact surfaces of the memory chip face upwards.
The LED indicator lamp flashes orange/red and you hear a continuous warning tone until the driver card is removed.	The driver card has already been read out during the last 18 hours. ▶ Wait until 18 hours have passed since the last reading procedure.
The LED indicator lamp lights up red and you hear a continuous warning tone until the driver card is removed.	The FleetBoard vehicle computer may be unable to transmit data as there is no connection to a mobile phone network. The temporary memory of the FleetBoard on-board computer is full. ▶ Search for a location where you can connect to a mobile phone network and attempt to transmit the data again. ▶ Call FleetBoard support, see the contact details in the publication details.
The LED indicator lamp briefly lights up orange, then green.	The "Send data" function is not enabled. ▶ Call FleetBoard support, see the contact details in the publication details.

Publication details

Internet

Further information about Mercedes-Benz vehicles and about Daimler AG can be found on the following websites:

http://www.mercedes-benz.com

http://www.daimler.com

FleetBoard Support

If you have questions concerning your Fleet-Board vehicle computer, contact FleetBoard Support:

Telephone	+49 711 17 91 999
Address	Daimler FleetBoard GmbH, HPC: Z400, D-70546 Stuttgart

Internet www.fleetboard.com

E-mail support@fleetboard.com

Documentation team

You are welcome to forward any queries or suggestions you may have regarding these Operating Instructions to:

Daimler AG, HPC: CAC, Customer Service, 70546 Stuttgart, Germany

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Vehicle manufacturer

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