

MBUX multimedia system: Dashcam temporarily inoperable

Topic number	LI82.85-P-073387
Version	4
Function group	82.85 - Navigation and Communication systems
Date	8/30/21
Validity	Model series 118, 167, 177, 213, 238, 253, 257, and 290 with code 21U
Reason for change	Validity updated and damage code added

Complaint

The customer may note that the Dashcam feature is inoperable with one of the following complaints:

- The "Dashcam" icon may not be present in the Mercedes me & Apps menu even though the vehicle is equipped with the option code (code 21U)
- After selecting "Dashcam" the message "camera unavailable" may be present

Cause

Current software release of MBUX multimedia system (A26/17) or USB drive.

Remedy

Update software of MBUX multimedia system A26/17 to version E830.7 or newer.

Ensure the following requirements are met for Dashcam video recording (refer also to digital operator's manual in the MBUX display):

- A USB device must be connected to the multimedia system with FAT32 or exFAT formatting. It is suggested to use a USB drive from a reputable manufacturer. The USB drive must have space available for the recording.
- The Dashcam icon may take up to 1 minute to populate after ignition ON. This is normal operation
- For the US market automatic recording is not possible and the recording mode (loop/individual) must be chosen and started after every ignition cycle

Additionally, regular formatting of the USB flash drive improves the reliability of the video recording function.

Note: Do not replace any parts for this complaint

Symptoms

XENTRY TIPS

Communication/information > Assistance and warning systems > Dashcam > Malfunction

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			87100EA	