

MBUX multimedia system: No connectivity (offline)

Topic number	LI82.85-P-070981
Version	1
Function group	82.85 Navigation and Communication systems
Date	03-02-2020
Validity	Model series 118 with MBUX code 548/549 Model series 167 with MBUX code 548/549 Model series 177 with MBUX code 548/549 Model series 247 with MBUX code 548/549 Model series 253 with MBUX code 548/549
Reason for change	
Reason for block	

Complaint:

The customer may have the following complaints

- The MBUX multimedia system (A26/17) is offline.
- Online services (online voice control, Live Traffic, etc.) are nonfunctional.
- The Internet status in system settings shows "offline".

Cause:

Invalid authorization certificate of the MBUX multimedia system (A26/17).

Remedy:

Please ensure the following:

1. The customer has an active Mercedes me account
2. The complaint vehicle is paired to the customer's Mercedes me account
3. The desired service (online voice control, Live Traffic...) has been activated by the customer via the Mercedes me portal (MMP)
4. WLAN functionality is activated in the MBUX multimedia system (settings -> system -> Wi-Fi & Bluetooth)

If the above requirements are met, then restore the initial authorization certificate for the VPN connection in the MBUX (A26/17) using XENTRY Diagnostics (MBUX multimedia system -> adaptations -> teach-in processes).

Symptoms
Communication/information / Communication / Voice control system VCS / Malfunction
Communication/information / Communication / Navigation / Traffic information / Dynamic navigation system nonfunctional

XENTRY TIPS

Communication/information / Communication / Navigation / Traffic information / Service unavailable
Communication/information / Telematics service / Activation/deactivation / No connection possible
Communication/information / Telematics service / Activation/deactivation / MB-App cannot be activated/deactivated
Communication/information / Telematics service / Activation/deactivation / Malfunction