

MBUX multimedia system: Mercedes me & apps menu icon is not displayed in main menu

Topic number	LI82.85-P-070743
Version	1
Function group	82.85 Navigation and Communication systems
Date	03-10-2020
Validity	Model series 177 with code 548/549 Model series 247 with code 547/548/549 Model series 167 with code 547/548/549 Model series 118 with code 548/549
Reason for change	Validity extended
Reason for block	

Complaint:

The MBUX multimedia system (A26/17) may not display the "Mercedes me & apps" icon in the main menu. Mercedes Me Connect infotainment services may be inoperative.

Cause:

Currently under analysis.

Remedy:

Follow the below steps as a temporary remedy:

- Ensure the date and time is correct in the MBUX display. If it is not correct then manually set the time in the "Settings" menu.
- Cycle the ignition
- Reset the MBUX multimedia system (A26/17) by simultaneously pressing and holding (long press) the "★"(Star) and "TEL" buttons
- Move the vehicle outdoors and ensure that there is good GPS reception with no interference
- Perform a circuit 30 reset of the MBUX multimedia system (A26/17). Remove the control unit from its power source for at least 30 minutes.
- Restore the initial authorization certificate via XENTRY Diagnostics (MBUX multimedia system -> Adaptations -> Teach-in processes)

If the steps described above do not remedy the problem, a PTSS case should be created with the following information:

- Initial quick test
- MBUX multimedia system (A26/17) control unit log

XENTRY TIPS

- HERMES (N112/9) control unit log

Symptoms
Communication/information / Communication / Internet/email / Internet function / Display error
Communication/information / Communication / Internet/email / Internet services / Service unavailable
Communication/information / Communication / Internet/email / Internet services / Display error
Communication/information / Communication / Internet/email / Internet services / Content incorrect

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system (Head unit) (HU6) (GLS (167),GLE (167),A (177),CLA (118))	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8281S EA	