

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

COMAND ONLINE: THE MOBILE PHONE ADDRESS BOOK HAS NOT BEEN  
TRANSFERRED COMPLETELY



# - COMAND Online: The mobile phone address book has not been transferred completely -

<b>Topic number</b>	LI82.70-P-067458
<b>Version</b>	3
<b>Function group</b>	82.70 Telephone, Voice-control-system(VCS)
<b>Date</b>	04-20-2018
<b>Validity</b>	Model 213 with code 531 Model 217 with code 531 and 808 Model 222 with code 531 and 808 Model 238 with code 531 Model 257 with code 531
<b>Reason for change</b>	Validity corrected and supplemented

## Complaint

The mobile phone address book has not been transferred completely. There are some missing contacts in the COMAND Online display (A26/17).

The complaint might occur irrespective of the mobile phone used.

## Cause

1. Special character in address book of paired mobile phone.
2. Address book entry with two or more names in first name and/or last name field.

Note: Depending on the COMAND online (A26/17) software release only individual contacts with special characters are not shown (for CY17/2 E271.x) or all contacts following contact with special characters (for CY17/1 E167.x and E170.1).

### File

Adressbook.JPG.jpg

### Designation

Address book with wrong content

## Remedy

1. Please check that the contacts in the mobile phone address book do not contain any special characters.

In this complaint case, please delete the special characters (Emojis such as smilies, flags ...) from the contact.

2. Delete doubled last names and/or first names from the address book entry.

Then reconnect the customer's mobile phone again.

## Symptoms

### Symptom

Communication/information / Communication / Mobile phone / Telephone / Malfunction, address/phone book

Adressbook

