

## The mobile phone address book is not transferred completely

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Topic number	LI82.70-P-071024
Version	8
Function group	82.70 - Telephone, Voice-control-system(VCS)
Date	9/30/22
Validity	Model series 213, 238, 257, and 290 with code 531 (NTG5.5 COMAND)  Model series 190 with code 531 (NTG5*2 COMAND and NTG5.5 COMAND)  Model series 205 with code 506/531 (NTG5*2 COMAND, NTG5.5 Audio 20 and COMAND)  Model series 217 and 222 (NTG5*2 COMAND and NTG5.5 COMAND)  Model series 463 facelift with code EU4 (NTG5.5 COMAND)  Model series 253 with code 531 (NTG5*2 COMAND)
Reason for change	Validity updated

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## Complaint

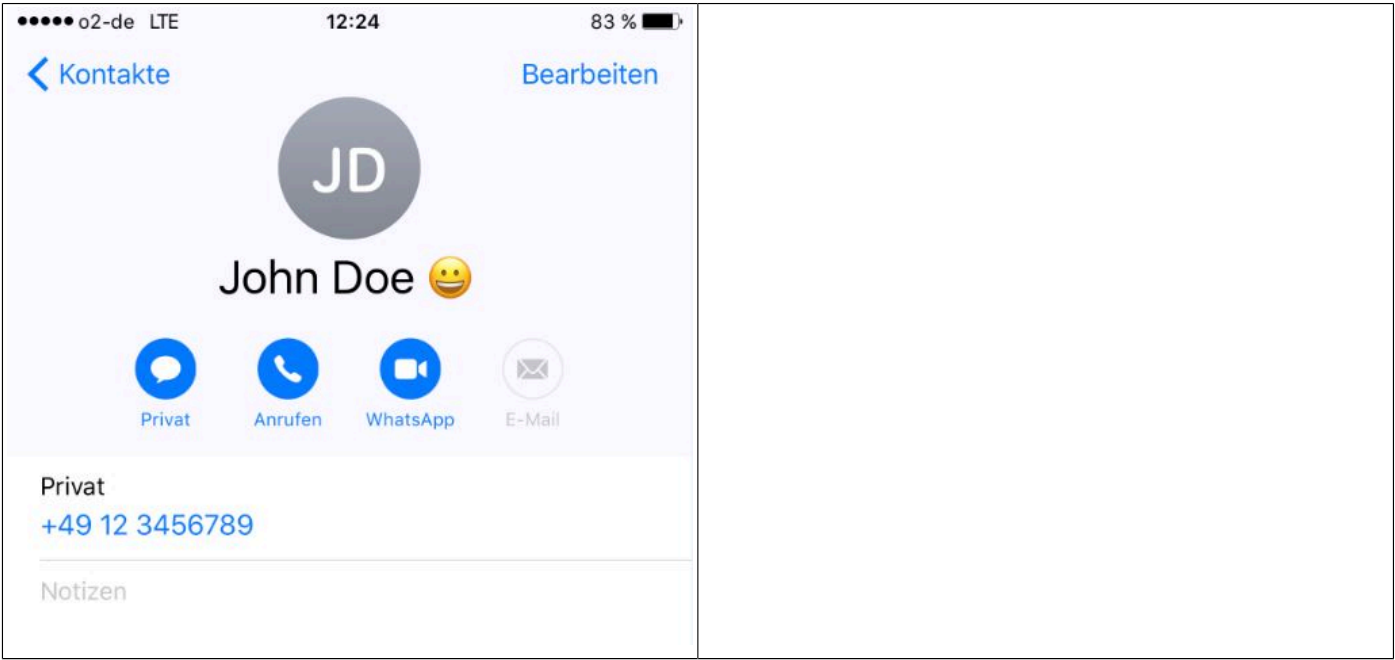
The mobile phone address book may not be transferred completely to the multimedia system (COMAND, Audio 20, or MBUX). The contact list may not be fully populated and in some instances, the call list will display telephone numbers but no names.

Note: The complaint only occurs in conjunction with the Apple iPhone

## Cause

Apple software iOS 13.x

Attachments	
File	Description
<a href="#">Adressbook.JPG</a>	Address book with wrong content



Remedy

Model series 190, 205, 213, 217, 222, 238, 257, 290, and 463 equipped with NTG5.5 Audio 20/COMAND:

Update iPhone to iOS14.x or newer

Model series 190, 205, 253, 222, and 217 equipped with NTG5\*2 COMAND:

There is no remedy available. If necessary, the address book can be permanently stored in a .vcf format by exporting it onto a USB flash drive and importing it onto the head unit. See owner's manual for details

Note: Do not replace any parts for this complaint

Symptoms				
Communication/information > Communication > Mobile phone > Telephone > Malfunction, address/phone book				
Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note