

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

Vehicle > Technical Service Bulletins

## THE MB APPS ARE INOPERATIVE AFTER A HEAD UNIT SOFTWARE UPDATE



Mercedes-Benz

# - The MB Apps are inoperative after a head unit software update -

Topic number	LI82.85-P-068738
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	09-06-2018
Validity	All model series with NTG5*2 COMAND Online and NTG5.5 COMAND Online (code 531) prior to technical rollout of Mercedes me connect
Reason for change	

## Complaint

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The MB Apps are inoperative after a head unit software update.

When the MB Apps are launched, the following error message appears in the head unit: "Please accept the Terms of Use in the Mercedes me Portal to use the services".

The customer cannot accept the terms of use in the Mercedes me Portal because the affected vehicles were built before the introduction of Mercedes me connect.

For this reason, the MB Apps cannot be launched in the head unit.

### File

MB Apps - Please accept the ToUs.jpg

### Designation

Head unit message after starting of MB Apps

## Cause

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Improper configuration in backend systems.

## Remedy

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We are currently working on a remedy. As soon as a remedy is available, the MB Apps will automatically be available again.

## Symptoms

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### Symptom

Communication/information / Telematics service / Activation/deactivation / MB-App cannot be activated/deactivated

**MB Apps - Please accept the ToUs**

