

Nokia Lumia mobile phone: Individual names/contacts are not displayed or wrong names are shown during phone call

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| Topic number | LI82.70-P-061237 |
| Version | 1 |
| Design group | 82.70 Cellular telephone, voice control system (VCS) |
| Date | 04-08-2015 |
| Validity | Model 205 with Audio 20 code 520 (Audio 20 radio with USB interface) or 522 (Audio 20 radio, navigation capable) |
| Reason for change | |
| Reason for block | |

Complaint:

After connecting the mobile phone individual names or contacts are not displayed.

The telephone book display is incomplete.

An incoming or outgoing call has the wrong name shown for it.

Cause:

The contacts on the mobile phone contain additional control characters that in combination with the Audio 20 (A26/17) lead to a faulty display. This can occur, for example when the mobile phone was synchronized with Outlook.

Remedy:

Install new software for the Audio 20 radio controller unit (A26/17).

The software E22.2 will be available with Regio DVD 05/15.

Note:

Do not remove/install/replace any units!

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| Symptoms |
| Communication/information / Communication / Mobile phone / Telephone / Telephone book malfunction |

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|-----------------|--------|--------------|
| Validity | | |
| Vehicle | Engine | Transmission |
| C (205) | * | * |