

## Facebook App cannot be opened successfully although login data is entered correctly

Topic number	LI82.85-P-061613
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-10-2015
Validity	Vehicles with COMAND Online NTG4.5 (code 512/526/527/528) Vehicles with COMAND Online NTG5 (code 531/532) Vehicles with Audio 20 NTG5 radio (code 505/520/522) and code 05U (Remote Online)
Reason for change	
Reason for block	

### Complaint:

The Facebook App cannot log into the customer's Facebook account although the login data is entered correctly. When the "Facebook App" is selected in the Internet menu of the head unit, the following error message appears in the central display when attempting to log in : "Facebook Login Failed. The E-Mail address or password entered is incorrect.". Facebook reacts to the failed login attempt by blocking the customer's account. The next time the customer tries to log into Facebook from a smartphone/PC, he receives the following message: "The Facebook account has been blocked due to an unexpected login attempt near Cairo, Egypt."

Attachments	
File	Description
Error Message Central Display.jpg	Error message in central display

### Cause:

Modifications to the interface made by Facebook cause problems in the data exchange between the Daimler Vehicle Backend and the Facebook server.

Note: At present the customer is not able to log into his Facebook profile via the head unit using MBApps list or free browsing.

### Remedy:

Facebook will be removed from the in-vehicle apps listing.

Symptoms
Communication/information / Communication / Internet/email / Internet function / No connection possible
Communication/information / Communication / Internet/email / Internet services / Service unavailable
Communication/information / Communication / Telematics service / Activation/deactivation / Telematics service cannot be activated/deactivated
Communication/information / Communication / Telematics service / Activation/deactivation / No connection possible

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

Work units				
Op. no.	Operation text	Time	Damage code	Note
			8280K E9	Head unit internet function

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
AMG GT (190)	*	*
B (242, 246)	*	*
C (204)	*	*
C (205)	*	*
CLA (117)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
G (463)	*	*
GL/GLS (166)	*	*
GLA (156)	*	*
GLC (253)	*	*
GLE (292)	*	*
GLK (204)	*	*
M/GLE (166)	*	*
S (217)	*	*
S (222)	*	*
SL (231)	*	*
SLK/SLC 172	*	*
SLS (197)	*	*