

Deactivation of selected MB Apps

Topic number	LI82.85-P-063081
Version	2
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	01-11-2017
Validity	All models with NTG4.5 or higher
Reason for change	MB Apps deactivated at the end of 2016, added.
Reason for block	

Complaint:

Selected MB Apps can no longer be launched:

- A message appears saying that the MB App is being deactivated (cf. example illustration in attachment).
- A message appears saying that the MB App was deactivated (cf. example figure in attachment).
- The MB App no longer appears in the MB App list.

Attachments	
File	Description
Vorankuendigung_de.jpg	Announcement for deactivation on 31.12.2015 - GERMAN -
Announcement_en.jpg	Announcement for deactivation of MB Apps - ENGLISH -
MeldungAppAbgeschaltet_de.jpg	Message that the App was deactivated - ENGLISH -

Cause:

The following MB Apps are being/have been deactivated on the dates specified.

Deactivated on 01/062015:

- Facebook

Deactivated on 12/31/2015:

- Google Online Maps
- Google StreetView
- Country Information
- Hotel Finder (HRS Hotel Reservation Service)
- Mercedes-Benz Radio
- RSS Reader

XENTRY TIPS

- Local Search (Japan only)

Deactivated on 12/31/2016:

- Yelp
- News

Automatic deactivation on expiry of the current contract period (can no longer be extended):

- Flight Status
- News Reader
- Stocks (except US market)
- Traffic Cams (except US market)

Note:

Some MB Apps are/were only available in selected markets.

Remedy:

These services are no longer supported by Mercedes-Benz.

Symptoms
Communication/information / Communication / Internet/email / Internet services / Service unavailable
Communication/information / Communication / Telematics service / Activation/deactivation / MB-App cannot be activated/deactivated