MBUX multimedia system: Empty pop-up after sending a POI via Send2Car

Topic number	LI82.85-P-068670
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	08-15-2018
Validity	BR177 with MBUX code 548/549 and code 808/809
Reason for change	
Reason for block	

Complaint:

The MBUX multimedia system (A26/17) displays an empty pop-up after receiving POIs via the Mercedes me App.

However, the route calculation can be launched normally.

Attachments	
File	Description
Send2Car_BT.jpg	Pop-up

Cause:

The software version of the MBUX multimedia system (A26/17) E33.0, 18/09.02, or E217, 18/27.10, cannot decode the received data correctly and displays an empty pop-up.

Remedy:

New software is currently under development.

As an immediate measure, the data of the MBUX multimedia system (A26/17) can be reset.

To do this, select menu "Vehicle" - "System" - "Reset".

Please save the user data before resetting the MBUX multimedia system (A26/17). To do this, select "Vehicle" - "System" - "System backup" - "Export data", and after the "Reset" select "Import data".

For this, a USB flash drive must be connected to the multimedia connection unit.

Note: Resetting without saving beforehand will erase the customer-specific data, which will then have to be re-entered afterwards.

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / POI, route download nonfunctional

Attachments

Send2Car_BT.jpg: