

MBUX multimedia system: Driver profile synchronization with the Mercedes me user account is inoperable

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Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
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Validity	BR177 with MBUX code 548/549 and code 808/809
Reason for change	
Reason for block	

Complaint:

- Profile synchronization with the Mercedes me user account does not work.
- The profile picture of the customer is not transferred to the vehicle.
- Different profile settings (Seat and mirror settings, radio, ambient lighting, climate control, latest destinations, favorites...) are not activated after profile selection.
- Mercedes me pin cannot be set or reset after an incorrect entry.

Cause:

Profile synchronization may not occur between Mercedes me connect and the vehicle.

Remedy:

The following preconditions must be met:

- An active Mercedes me user account
- The vehicle is linked to the respective Mercedes me user account
- The personalization service is activated on Mercedes me connect
- The profile is linked to the respective Mercedes me user account ("me" icon is visible in the profile)

In order to restore the profile synchronization, the following steps must be performed:

- Perform a system backup (see operator's manual)
- Perform an MBUX system reset (system reset)
- Recover system backup (import)
- Start manual synchronization; select "Synchronize profile now"
- The customer should now check whether their profile is visible again in the Mercedes me Portal
- Furthermore, the profiles have to be re-assigned to the users in the Mercedes me Portal

XENTRY TIPS

New MBUX (A26/17) software 18/51.10 is expected to be available Q2 2019. After the software update, manual synchronization must be performed again.

Note: If you have selected automatic profile synchronization, the profiles in the vehicle are automatically synchronized with the profiles on Mercedes me connect when the ignition is switched on and off.

Symptoms
Communication/information / Telematics service / Vehicle status and configuration / Vehicle function programming / Programming faulty
Communication/information / Information display / Displays / Multifunction display / Multifunction display, menu / Faulty display