

MBUX multimedia system: Mercedes-Benz service stations not available in the Navigation menu as POIs

Topic number	LI82.85-P-070156
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	08-27-2019
Validity	BR167 with code 547/548/549 and 365 BR177 with code 548/549 and 365 and 800 BR253 with code 547/548/549 and 365 BR293 with code 547/548/549 and 365
Reason for change	
Reason for block	

Complaint:

Mercedes-Benz service centers may not be found as a POI in the Navigation menu. Also, Mercedes-Benz service centers may not be displayed as POI symbols on the navigation map.

Note: Only vehicles with MBUX software version E418.3 or E419.5 are affected.

Cause:

Missing POIs in the dealer database.

Remedy:

Download the attached POI database, extract and save it in the root directory of a USB flash drive (i.e. do not create a folder on the USB flash drive)

Connect the USB flash drive to the USB connector at the front of the center console and launch the update.

Verify that the Mercedes-Benz service stations are displayed in the Navigation menu under POIs - All categories.

Attachments	
File	Description
GPXD_20190605_NAM_Replacement.7z	POI database North America

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode
Communication/information / Communication / Navigation / Navigation - Function / Error in map display

Control unit/fault code

XENTRY TIPS

Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system (Head unit) (HU6) (GLS (167),EQC (293),GLE (167),A (177))	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8210S SF	