

MBUX multimedia system: Vehicle position on navigation map inaccurate/route guidance inaccurate

Topic number	LI82.85-P-070427
Version	3
Function group	82.85 Navigation and Communication systems
Date	02-06-2020
Validity	BR253 with code 547/548/549 and 365 BR293 with code 547/548/549 and 365
Reason for change	Validity extended
Reason for block	

Complaint:

The vehicle position on the navigation map in the central display may be incorrect. Route guidance may be inaccurate and the vehicle position on the navigation map may intermittently change abruptly.

Cause:

Incorrect installation of the MBUX multimedia system (A26/17)

Remedy:

Check installation position of the MBUX multimedia system (A26/17) and correct if necessary (see attachment for proper positioning, NOTE: label may be upside down when positioned correctly, do not use the label as a reference).

After correcting the head unit installation position, enter "Dealer Mode" by holding down the "Home" button on the touchpad and the "Radio/Media" button on the upper control panel simultaneously. Select "navigation" -> "Reset Positioning Calibration Data".

Then drive the vehicle around outdoors under clear skies to allow the head unit to recalibrate the vehicle's position.

Do not replace any parts. If the above measures do not remedy the complaint please open a PTSS case with the following information:

- MBUX control unit log
- Initial quick test
- A detailed description of the complaint (provide a video if possible)
- A picture of the head unit installation position

Attachments	
File	Description
253 correct MBUX installation.jpg	Correct installation position

XENTRY TIPS

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Driving directions incorrect/navigation system imprecise

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

Attachments
253 correct MBUX installation.jpg:

