

MBUX multimedia system (HU6): No connectivity (offline)

Topic number	LI82.85-N-071057
Version	1
Function group	82.85 Navigation and Communication systems
Date	02-26-2020
Validity	Model 907 with code E3M+E1E (MBUX 7-inch with navigation) Model 907 with code E4M (MBUX 10-inch)
Reason for change	
Reason for block	

Complaint:

The MBUX multimedia system (A26/17) is offline.

All online services (online voice control, Live Traffic...) are nonfunctional.

The Internet status in system settings shows "offline".

Cause:

Invalid authorization certificate of the MBUX multimedia system (A26/17).

Remedy:

The following requirements must be met:

1. The customer has a Mercedes PRO connect user account.
2. The vehicle is linked to the Mercedes PRO connect user account.
3. The required service is correctly activated in the Mercedes PRO connect user account.
4. The WLAN functionality of the MBUX multimedia system (A26/17) is active.

If requirements 1.-4. are met, then reset the initial authorization certificate for the VPN connection of the MBUX multimedia system (A26/17) using XENTRY diagnosis.

If the customer complaint remains please refer to the support channels for Mercedes PRO services using the contact information below:

Email: mproconnect.usa@cac.mercedes-benz.com

Phone: 1-877-762-8267

Note: Please refer to this LI in the "Notes" section of the warranty claim.

XENTRY TIPS

Symptoms
Communication/information / Communication / Voice control system VCS / Malfunction
Communication/information / Communication / Navigation / Traffic information / Dynamic navigation system nonfunctional
Communication/information / Communication / Navigation / Traffic information / Service unavailable
Communication/information / Telematics service / Activation/deactivation / No connection possible
Communication/information / Telematics service / Activation/deactivation / MB-App cannot be activated/deactivated
Communication/information / Telematics service / Activation/deactivation / Malfunction

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*