

XENTRY TIPS

The mobile phone address book is not transferred completely

Topic number	LI82.70-N-071004
Version	2
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	06-15-2020
Validity	All model series with Bluetooth telephony
Reason for change	Cause adjusted
Reason for block	

Complaint:

The mobile phone address book is not transferred completely to the multimedia system (COMAND or MBUX).

In some cases, the call list shows just the telephone numbers but no names.

The problem only occurs in conjunction with the iPhone and software version iOS 13.x.

Cause:

Apple software iOS 13.x

Remedy:

No remedy is available for this at present time

The problem can only be rectified with new iOS software.

This LI will be updated when Apple provides an updated iOS software release to remedy the complaint.

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Malfunction, address/phone book

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*
Vito/Metris 447	*	*