

# XENTRY TIPS

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## The mobile phone address book is not transferred completely

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Topic number	LI82.70-P-071024
Version	3
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	06-25-2020
Validity	All model series with Bluetooth telephony
Reason for change	Remedy updated
Reason for block	

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### Complaint:

The mobile phone address book may not be transferred completely to the multimedia system (COMAND, Audio 20, or MBUX). The contact list may not be fully populated and in some instances, the call list will display telephone numbers but no names.

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

### Cause:

Apple software iOS 13.x

### Remedy:

This complaint will be remedied with a new iOS software version to be released in Q3 2020. Once the new iOS software is available, this document will be updated.

Note: The vehicle's COMAND / Audio 20 / MBUX system is operating as designed

<b>Symptoms</b>
Communication/information / Communication / Mobile phone / Telephone / Malfunction, address/phone book