Mobile phone Apple iPhone 11/11Pro/11ProMax/SE 2020: The Bluetooth connection between the MBUX multimedia system and the mobile phone is briefly lost

Topic number	LI82.70-P-071372
Version	2
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	08-10-2020
Validity	Model 118, 167, 177, 247, and 253 with code 548/549
Reason for change	Remedy updated
Reason for block	

Complaint:

During a phone call, the Bluetooth connection between the MBUX multimedia system (A26/17) and a paired mobile phone may be briefly lost. The mobile phone will then reconnect with no user input.

Note: This complaint has only been noted in conjunction with the mobile phones listed above and when MercedesMe is authorized via Bluetooth.

Cause:

Apple software iOS13.x.

Remedy:

Follow these steps as a temporary solution:

- Deauthorize the affected mobile phone In the MBUX multimedia system (A26/17) via "Home" -> "Phone"

- Reconnect the mobile phone to the MBUX multimedia system (A26/17)

- Select "No" when the following prompt appears in the central display: "Do you want to authorize MercedesMe from ...."

Note: As a result of this measure, it is not possible to send an address to the multimedia system via Bluetooth or use the full functionality of "Energizing Coach".

The permanent solution will come with iOS14.x software expected to be released in Q3 2020.

Note: Do not replace any parts for this complaint

Symptoms
Communication/information / Communication / Mobile phone / Bluetooth / Bluetooth data communication / Bluetooth malfunction

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Communication/information / Communication / Mobile phone / Bluetooth / Bluetooth HeadUnit / Authorizing fault

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8210R EM	Telephone function, poor communication quality/interference noise

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