

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	3
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	10-06-2020
Validity	Model series 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 multimedia system (A26/17) and the mobile phone drops briefly. The phone then reconnects by itself.

Note: This behavior occurs mainly with the mobile phones listed above and when MercedesMe is authorized via Bluetooth.

Cause:

Apple software iOS13.x.

Remedy:

This complaint is remedied with iOS software version 14.x

Note: The vehicle's MBUX multimedia system is operating as designed, do not replace any parts

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

