

MBUX multimedia system: Vehicle position on navigation map inaccurate/route guidance inaccurate

Topic number	LI82.85-P-070427
Version	5
Function group	82.85 Navigation and Communication systems
Date	10-19-2020
Validity	Model series 253 with code 548/549 and 365
Reason for change	Remedy updated
Reason for block	

Complaint:

The customer may report the following complaints:

- The vehicle position on the navigation map in the central display may be incorrect
- Route guidance is inaccurate and the vehicle position on the navigation map may intermittently change abruptly.
- Incorrect speed limits may be shown in the instrument cluster

Cause:

Incorrect positioning of the MBUX multimedia system (A26/17)

Remedy:

Check positioning of the MBUX multimedia system (A26/17) and correct if necessary (see attachment for proper positioning, NOTE: label may be upside down when positioned correctly, do not use the label as a reference).

After correcting the head unit installation position, enter "Dealer Mode" by holding down the "Home" button on the touchpad and the "Radio/Media" button on the upper control panel simultaneously. Select "navigation" -> "Reset Positioning Calibration Data".

Then drive the vehicle around outdoors under clear skies to allow the head unit to recalibrate the vehicle's position.

Note: Do not replace any parts

Attachments	
File	Description
253 correct MBUX installation.jpg	Correct MBUX multimedia system installation position

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Driving directions incorrect/navigation system imprecise

XENTRY TIPS

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8210S EI	

Attachments

253 correct MBUX installation.jpg:

