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# MBUX multimedia system: No spoken or visual driving instructions, route guidance starts automatically

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Topic number	LI82.85-P-072218
Version	1
Function group	82.85 - Navigation and Communication systems
Date	1/4/21
Validity	Model series 118, 177, 247, and 253 with code 548/549 and 365 Model series 213, 238, 257, 290 with code 548/549
Reason for change	

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## Complaint

The following complaints may be noted by the customer:

- The MBUX multimedia system (A26/17) starts route guidance without user input and does not provide any audio notification.
- The MBUX multimedia system (A26/17) does not give any spoken or visual driving instructions. Only the destination information and the current route are shown in the MBUX multimedia system (A26/17)

## Cause

The "Commuter route" option is activated in the settings of the MBUX multimedia system (A26/17). Therefore, the navigation system automatically detects that the vehicle is on a commuter route and automatically starts route guidance without any voice output.

## Remedy

The system is operating as designed (see "Commuter route" section in the operator's manual). The feature can be activated or deactivated in the MBUX navigation settings.

Symptoms				
Communication/information > Communication > Navigation > Navigation - Function > There is no navigation announcement				
Communication/information > Communication > Navigation > Navigation - Function > Route guidance incorrect/im-plausible				
Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note