

The mobile phone address book is not transferred completely

Topic number	LI82.70-P-071024
Version	7
Function group	82.70 - Telephone, Voice-control-system(VCS)
Date	8/27/21
Validity	Model series 190, 213, 238, 257, and 290 with code 531 (NTG5.5 COMAND) Model series 205 with code 506/531 (NTG5.5 Audio 20 and COMAND, NTG5*2 COMAND) Model series 217 and 222 (NTG5*2 COMAND and NTG5.5 COMAND) Model series 463 facelift with code EU4 (NTG5.5 COMAND) Model series 253 with code 531 (NTG5Star2 COMAND)
Reason for change	Validity and remedy updated

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.

Note: The complaint only occurs in conjunction with the Apple iPhone

Cause

Apple software iOS 13.x

Remedy

Model series 190, 205, 213, 217, 222, 238, 257, 290, and 463 equipped with NTG5.5 Audio 20/COMAND:

Update iPhone to iOS14.x or newer

Model series 205, 253, 222, and 217 equipped with NTG5*2 COMAND:

There is no remedy available. If necessary, the address book can be permanently stored in a .vcf format by exporting it onto a USB flash drive and importing it onto the head unit. See owner's manual for details

Note: Do not replace any parts for this complaint

XENTRY TIPS

Symptoms

Communication/information > Communication > Mobile phone > Telephone > Malfunction, address/phone book
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Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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