

## MBUX multimedia system: Dashcam temporarily inoperable

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Topic number	LI82.85-P-073387
Version	1
Function group	82.85 - Navigation and Communication systems
Date	8/2/21
Validity	Model series 118, 167, 177, 213, 238, 247, 253, 257, and 290 with code 21U
Reason for change	

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### Complaint

The customer may note that the Dashcam feature is inoperable with one of the following complaints:

- The "Dashcam" icon may not be present in the Mercedes me & Apps menu
- After selecting "Dashcam" the message "camera unavailable" may be present

### Cause

Current software release of MBUX multimedia system (A26/17) or USB drive.

### Remedy

Ensure the following requirements are met for Dashcam video recording (refer also to digital operator's manual in the MBUX display):

- A USB device must be connected to the multimedia system with FAT32 or exFAT formatting. It is suggested to use a USB drive from a reputable manufacturer. The USB drive must have space available for the recording.
- The Dashcam icon may take up to 1 minute to populate after ignition ON. This is normal operation
- For the US market automatic recording is not possible and the recording mode (loop/individual) must be chosen and started after every ignition cycle

Regular formatting of the USB flash drive improves the reliability of the video recording function. Updated MBUX multimedia system (A26/17) software (E830.7) will be released Q3 2021 which will improve the stability of the dashcam functionality.

Note: Do not replace any parts

<b>Symptoms</b>
Communication/information > Assistance and warning systems > Dashcam > Malfunction

<b>Operation numbers/damage codes</b>
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# XENTRY TIPS

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Op. no.	Operation text	Time	Damage code	Note
			8208ZEA	