

MBUX multimedia system: Map data does not match with your system/the navigation system cannot be activated

Topic number	LI82.85-P-069961
Version	9
Function group	82.85 - Navigation and Communication systems
Date	2/24/22
Validity	Model series 118, 167, 177, 213, 238, 247, 253, 257, and 290 with code 548/549 and code 365
Reason for change	Remedy updated

Complaint

The following complaints may be noted by the customer:

- Upon selecting navigation, the central display may show the following message: "Map data does not match with your system. Please insert a medium containing the corresponding map data". the navigation menu cannot be opened
- "Activating..." is displayed beneath the navigation icon in the main menu or above the map display
- "Traffic Sign Assist Inoperative" message in the instrument cluster display
- The map data update cannot be carried out (on vehicles with code 2U0 car2go)

Cause

Navigation database was not successfully activated

Remedy

Perform the proposed measure in order to remedy the complaint:

- Ensure the MBUX multimedia system (A26/17) software is up-to-date (E870.9 or newer)
- Perform a user data reset ("Settings" -> "System" -> "Reset" in the MBUX display). Check functionality. If the complaint remains then continue with next steps
- Open the Dealer menu by pressing and holding down the "Home" and "Radio/Media" buttons simultaneously for approximately 8 seconds
- When in the Dealer menu, select "Navigation" - Then select "Delete MapData"
- Close the Dealer menu and reinstall the currently available NTG6 map data version from Download Manager COMMAND/Hard-Disk navigation via USB
- Perform SCN coding of the MBUX multimedia system (A26/17)
- Check navigation functionality

XENTRY TIPS

Note regarding previous CAR2GO vehicles: Before the map data can be updated via USB, code 2U0 must be removed from the vehicle's data card in Vedoc. Then re-SCN code the MBUX multimedia system (A26/17) and carry out the procedure described above.

Symptoms
Communication/information > Assistance and warning systems > Traffic Sign Assist > Warning message in instrument cluster
Communication/information > Communication > Navigation > Navigation - Function > Navigation not selectable/available
Communication/information > Communication > Navigation > Navigation with hard disk > Map update not possible

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8210SE9	Cannot be operated