

MBUX multimedia system/COMAND Online: Driver's seat memory not synchronized with the driver's user profile

Topic number	LI82.85-P-070742
Version	3
Function group	82.85 - Navigation and Communication systems
Date	6/5/24
Validity	Model series 205 with code 531 and 275 Model series 253 with code 547/548/549 and 275 Model series 293 with code 547/548/549 and 275 Model series 213 with code 547/548/549 and 275
Reason for change	Validity extended to model series 213

Complaint

The driver's seat memory settings do not synchronize with the driver's user profile as described in the operator's manual. Driver's seat settings are not transferred to the vehicle.

Cause

The driver's seat does not support the profile synchronization feature on these vehicles.

Remedy

There is no remedy for this complaint. The vehicle is working as designed.

Note: Do not replace any parts.

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

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Symptoms
Communication/information > Information display > Displays > Multifunction display > Multifunction display, menu > Faulty display
Communication/information > Telematics service > Vehicle status and configuration > Vehicle function programming > Programming faulty

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