

All model series with MBUX NTG7 – No online connectivity available

Topic number	LI82.85-P-077242
Version	2
Function group	82.85 - Navigation and Communication systems
Date	8/14/24
Validity	All model series with MBUX NTG7
Reason for change	Software available

Complaint

Once the head unit A26/17 is updated to the FUP4 software release E445.0, it may be the case that online connectivity is no longer available

Cause

E445.0 FUP4 software release

Remedy

Update the A26/17 - MBUX multimedia system (Head unit) software to E445.2 FUP4 Optimized or newer version to resolve the complaint.

Attachments	
File	Description
Sonderablauf alle Module - Special procedure all modules - Kopie.pdf	Control unit programming instructions

Symptoms
Communication/information > Communication > Mobile phone > Bluetooth > Bluetooth data communication > Bluetooth malfunction
Communication/information > Communication > Internet/email > Internet function > No connection possible
Communication/information > Communication > Internet/email > Internet services > Service unavailable
Communication/information > Communication > Internet/email > Internet services > Surfing the Internet is unavailable
Communication/information > Telematics service > Activation/deactivation > Control unit cannot be activated/deactivated

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8280K	Please refer to this TIPS document during invoicing

XENTRY Tips

			8281T	Please refer to this TIPS document during invoicing
			8281S	Please refer to this TIPS document during invoicing