

Model Series 206/254: Live Traffic Information In The NTG7 Does Not Work After Purchasing Through The Online Store

Topic number	LI82.85-P-078068
Version	1
Function group	82.85 - Navigation and Communication systems
Date	10/3/24
Validity	Model series 206/254 with A26/17 (HU7)
Reason for change	

Complaint

This document applies to vehicles of model series 206 and 254 from SOP (start of production) with NTG7, that do not have SA code 367:

The Live Traffic Information Digital Extra is missing, is not available or does not work, even though the license has been purchased from the Mercedes me Store.

Cause

Problem with the store's offer provision for Digital Extras.

Remedy

Remedial action is currently being prepared.

For the time being, do not undertake any work (SW updates, commissioning, hardware exchanges and similar). These are not effective, as an adaptation of the back end needs to be carried out first. For now, please do not add (arrange to add) SA code 367 manually.

As soon as the adaptation has been implemented, this document will be modified accordingly and the necessary steps added.

If a customer does not wish to wait for the fix, please direct them to contact the CAC for a refund of the Live Traffic service.

Disclaimer

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

XENTRY Tips

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.

Symptoms

Communication/information > Communication > Navigation > Traffic information > Dynamic navigation system non-functional

Communication/information > Communication > Navigation > Traffic information > Traffic messages are not read out
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Communication/information > Communication > Navigation > Traffic information > Service unavailable
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Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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