

Unavailability of MB Apps in NTG4.5 / NTG5

Topic number	LI82.85-P-079087
Version	1
Function group	82.85 - Navigation and Communication systems
Date	4/21/25
Validity	All NTG4.5 and NTG5 vehicles
Reason for change	Modify the complaint

Complaint

A popup is seen on the HU with the message "data connection temporarily not available".

Potentially affected functionalities in NTG4.5, NTG5

- 1.Weather
- 2.Local Search
- 3.IP Radio
- 4.Send2Car
- 5.Speech Detection Service
- 6.E-Navigator
- 7.iHeartRadio
- 8.Traffic Cams

Cause

Analysis ongoing.

Remedy

Please track the LI for further updates.

Note: Please do not create TIPS cases.

Please do not replace any components.

HU/Hermes SW update / SCN coding will not fix the issue.

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 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 > Telematics service > Activation/deactivation > MB-App cannot be activated/deactivated

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