

Apple Music app is no longer available after MBUX multimedia system software update.

Topic number	LI82.60-P-079747
Version	1
Function group	82.60 - Radio, audio, video systems
Date	9/5/25
Validity	Model series: 206; 214; 236; 254 with MBUX Gen 20X (CIVIC206)
Reason for change	Content adapted

Complaint

The Apple Music app is no longer available in the head unit apps menu after updating the software of the (A26/17 - MBUX multimedia system + instrument cluster (head unit)) to E333.8 / A236 904 19 00.

Cause

Head unit software (CIVIC206)

Remedy

NOTE: Do not replace any component parts

A remedy is currently being developed and will be communicated once finalized.

Once service is restored, the app will be available for download via the Mercedes-Benz App Store directly in the vehicle.

NOTE: Please refer to this LI in the warranty claim in the "Notes" section!

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 > Entertainment > Radio > Malfunction
Communication/information > Entertainment > Overall system/operation > Miscellaneous
Communication/information > Entertainment > Audio/COMAND controller > Malfunction
Communication/information > Entertainment > Overall system/system error > System operable/Display faulty
Communication/information > Entertainment > Bluetooth audio streaming > Function not available
Communication/information > Entertainment > Internet Radio > Malfunction

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		H	8280KE8	Please use this damage code in warranty claims and add the following text: Apple Music app unavailable