Unavailability of MB Apps in NTG5 (VANS)

Topic number	LI82.85-N-080972
Version	1
Function group	82.85 - Navigation and Communication systems
Date	9/18/26
Validity	All NTG5 vehicles
Reason for change	

Complaint

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

Potentially affected functionalities in NTG5

1.Weather

2.Local Search

3.IP Radio

4.Send2Car

5.Speech Detection Service

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6.E-Navigator

7.iHeartRadio

8.Traffic Cams

Cause

MB Apps is officially sundowned for all vehicles with NTG5 Head Unit Variant.

Remedy

No support available for NTG5 Head Unit Variants for MB App related topics.

Note: Please do not create TIPS.

Please do not replace any components.

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

Disclaimer

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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

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