

MBUX multimedia system: Mercedes-Benz service stations not available in Navigation menu

Topic number	LI82.85-P-070516
Version	1
Function group	82.85 Navigation and Communication systems
Date	12-23-2019
Validity	BR167 with codes 548/549 and 365 BR177 with codes 547/548/549 and 365 and 800 BR247 with codes 547/548/549 and 365 and 800 BR253 with codes 547/548/549 and 365 BR293 with codes 547/548/549 and 365
Reason for change	Remedy added
Reason for block	

Complaint:

Mercedes-Benz service stations may not be found in the Navigation menu via the POI destination entry may not locate Mercedes-Benz service stations.

In the navigation map, no Mercedes-Benz service stations are displayed as POI symbols.

Cause:

Missing POIs in the dealer database.

Remedy:

Perform the following steps:

- Ensure MBUX multimedia system (A26/17) software is up-to-date (E420.5 or newer)
- Select the attached POI database for your region and extract and save it in the root directory of a USB flash drive.
- Connect the USB flash drive to one of the USB connectors located in front of the cupholders and launch the update.
- Check whether Mercedes-Benz service stations are displayed in the Navigation menu under POIs - All categories. In some circumstances, it may be necessary to reset the MBUX multimedia system (A26/17) (Navigate to "System" -> "Reset").

Attachments	
File	Description
GPXD_20190605_NAM_Replacement.7z	POI database North America

Symptoms

XENTRY TIPS

Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode

Communication/information / Communication / Navigation / Navigation - Function / Error in map display

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system (Head unit) (HU6) (GLC (253),EQC (293),GLE (167),A (177))	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8210S SF	