

New map data cannot be downloaded by the customer from the Mercedes me Portal

Topic number	LI82.85-P-072730
Version	1
Function group	82.85 - Navigation and Communication systems
Date	3/31/21
Validity	Model series 118, 167, 177, 213, 236, 247, 253, 257, and 290 with codes 548/549 and 365
Reason for change	Distribution list expanded and translation must be checked

Complaint

The customer may not be shown the new map version in the Mercedes me Portal, even though a new version is available. The Mercedes me Portal may display the message "For technical reasons the Mercedes me Connect service Online Map Update is unfortunately unavailable. For brand new vehicles, it may take up to a week before you can use the service. Please try again later". This message may be shown even though the vehicle is not brand new.

Cause

Synchronization between the MBUX multimedia system (A26/17) and the Mercedes me backend.

Remedy

Ensure that the customer has waited at least 7 days from the date of MMC activation so that the vehicle has had time to connect to the back end. If this requirement has been met, perform the following:

- in the MBUX multimedia system using XENTRY Diagnosis: Adaptations -> "Mercedes me connect timer: Reset" (see attachment)
- Allow the vehicle to perform a CAN bus sleep
- Drive the vehicle in an area with good cellular reception so it may synchronize with the back end
- The map data will be available in the Mercedes me portal in approximately 24 hours

Attachments

File	Description
------	-------------

<p>MMC Timer Rese-</p>	<p>MMC Timer Reset</p>
-------------------------------	-------------------------------

Symptoms

Communication/information > Communication > Navigation > Navigation - Function > There is no navigation announcement

Communication/information > Communication > Navigation > Navigation - Function > Route guidance incorrect/im-plausible

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note