MBUX multimedia system: Map data does not match with your system/the navigation system cannot be activated

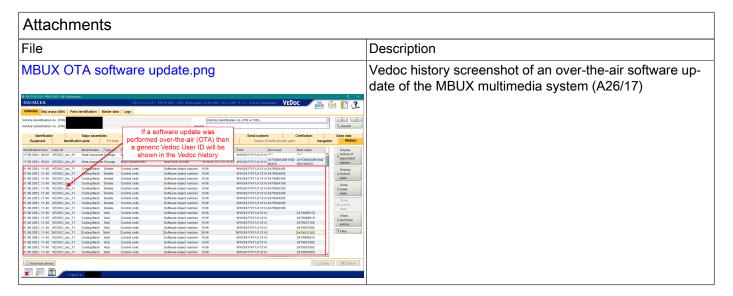|	
Topic number	LI82.85-P-069961
Version	6
Function group	82.85 - Navigation and Communication systems
Date	12/2/21
Validity	Model series 118, 167, 177, 213, 238, 247, 253, 257, and 290 with code 548/549 and code 365
Reason for change	Additional complaint information

Complaint

The following complaints may be noted by the customer:

• Upon selecting navigation, the central display may show the following message: "Map data does not match with your system. Please insert a medium containing the corresponding map data". the navigation menu cannot be opened

• "Activating..." is displayed beneath the navigation icon in the main menu or above the map display

• "Traffic Sign Assist Inoperative" message in the instrument cluster display

• The map data update cannot be carried out (on vehicles with code 2U0 car2go)

Cause

Navigation database was not successfully activated

Attachments	
File	**Description**
[MBUX OTA software update.png](#)	Vedoc history screenshot of an over-the-air software update of the MBUX multimedia system (A26/17)

Remedy

If the message: "Map data does not match data in system" occurs after an over-the-air (OTA) MBUX software update, create a PTSS case with the following information:

-     Initial quick test
-     MBUX multimedia system (A26/17) control unit log

To determine whether a vehicle has had the MBUX multimedia system (A26/17) software updated please check the "history" tab in Vedoc (see attached).

If the vehicle has not had it's MBUX software updated OTA then follow these steps to delete and then reinstall the navigation database:

• Ensure the MBUX multimedia system (A26/17) software is up-to-date (E830.7 or newer)

• Perform a user data reset ("Settings" -> "System" -> "Reset" in the MBUX display). Check functionality. If the complaint remains then continue with next steps

• Open the Dealer menu by pressing and holding down the "Home" and "Radio/Media" buttons simultaneously for approximately 8 seconds

• When in the Dealer menu, select "Navigation" - Then select "Delete MapData"

• Close the Dealer menu and reinstall the currently available map data version from Download Manager COMAND/Hard-Disk navigation via USB

• Perform SCN coding of the MBUX multimedia system (A26/17)

• Check navigation functionality

Note regarding previous CAR2GO vehicles: Before the map data can be updated via USB, code 2U0 must be removed from the vehicle's data card in Vedoc. Then re-SCN code the MBUX multimedia system (A26/17) and carry out the procedure described above.

Symptoms
Communication/information > Assistance and warning systems > Speed Limit Assist > Warning message in instrument cluster
Communication/information > Communication > Navigation > Navigation - Function > Navigation not selectable/available
Communication/information > Communication > Navigation > Navigation with hard disk > Map update not possible

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8210SE9	Cannot be operated