

Model series 223: Bluetooth, USB, Wireless LAN, and smartphone integration inoperable

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| Topic number | LI82.85-P-074357 |
| Version | 1 |
| Function group | 82.85 - Navigation and Communication systems |
| Date | 2/10/22 |
| Validity | Model series 223 |
| Reason for change | |

Complaint

Customer may have the following complaints:

- Mobile device will not connect to the vehicle's WLAN network
- No outbound internet access over WiFi
- Mobile device bluetooth pairing is not possible
- Apple Carplay and Android Auto are inoperable
- USB devices are not recognized

Cause

Current MBUX multimedia system (A26/17) software release

Remedy

Performing a user data reset via the Central Display (settings -> system -> reset) will remedy the complaint.

Updated MBUX multimedia system (A26/17) software is scheduled for release Q3 2022.

Note: Do not replace parts for this complaint

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| Symptoms |
| Communication/information > Entertainment > USB input > Not detected |
| Communication/information > Entertainment > Bluetooth audio streaming > Function not available |
| Communication/information > Communication > Mobile phone > Bluetooth > Bluetooth data communication > Bluetooth malfunction |
| Communication/information > Communication > Mobile phone > Bluetooth > Bluetooth contact plate > Authorizing fault |
| Communication/information > Communication > Internet/email > Internet function > No connection possible |

XENTRY TIPS

| Operation numbers/damage codes | | | | |
|--------------------------------|----------------|------|-------------|------|
| Op. no. | Operation text | Time | Damage code | Note |