

MBUX multimedia system: The central display turns dark, interference noise from speakers

Topic number	LI82.85-P-069381
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	02-08-2019
Validity	BR177 with code 548/549 and 808/809
Reason for change	
Reason for block	

Complaint:

In isolated instances, the central display (A40/16) can turn dark and the Mercedes-Benz lettering appears. Also, interference noise such as humming, chattering, rustling or ticking may be heard from the speakers. After a brief period, the MBUX multimedia system (A26/17) is fully operational.

Attachments	
File	Description
Chattering_noise.mp4	Interference noise
Humming_Noise.mp4	interference noise

Cause:

Currently under analysis.

Remedy:

A remedy is not yet available.

Please create a PTSS case with a current quick test, a current MBUX multimedia system control unit log, and a detailed description of the occurrence(s).

Symptoms
Communication/information / Entertainment / Screen/display / Display dark -System running
Communication/information / Information display / Displays / Multifunction display / Function / Malfunction
Communication/information / Entertainment / Screen/display / Frozen screen -system runs

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

XENTRY TIPS

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