

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

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Topic number	LI82.85-P-069381
Version	3
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	04-15-2019
Validity	BR177 with code 548/549 and 808/809 BR167 with code 547/548/549
Reason for change	Remedy adjusted
Reason for block	

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### 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
Humming_Noise.mp4	Interference noise
Chattering_noise.mp4	Interference noise

### Cause:

Current release of MBUX multimedia system software.

### Remedy:

A remedy is expected to be available prior to Q3 2019 via MBUX multimedia system (A26/17) software update.

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
			87100 DH	

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# XENTRY TIPS

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