

MBUX multimedia system: Smartphone Integration (Apple CarPlay, Android Auto) not available

Topic number	LI82.85-N-069567
Version	4
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-21-2019
Validity	Model 907 with code E1A (MBCONNECT - 5)/ E1C (AUDIO 25)/ EJ9 (COMAND ONLINE)
Reason for change	Update remedy
Reason for block	

Complaint:

Smartphone Integration (Apple CarPlay, Android Auto) not available in MBUX multimedia system (head unit).

Cause:

1. Software release for MBUX multimedia system (head unit).
2. Faulty system activation of MBUX multimedia system.

Remedy:

1. Commission (software update with subsequent SCN coding) MBUX multimedia system (head unit).
2. Run teach-in process of head unit -> Adaptations / Teach-in processes / Special function (ask for password through XSF Diagnosis Support).

Ensure the following items are included in the support ticket:

- Reference GI82.85-N-069147
- Brief description of the complaint, and the need to perform special function teach in process in the complaint text
- Control unit log for A26/17
- Diagnosis support files

Requirement: At least XENTRY version 05/19 and add-on 12548

Note: In some cases the teach-in process must be performed multiple times! Under Special functions (password protected function) in the Options field (see example in attachment) select the first three fields in sequence until commissioning is successfully completed.

Attachments

XENTRY TIPS

File	Description
Special Functions Menu.jpg	Commissioning example

Symptoms
Communication/information / Entertainment / Screen/display / Some menus cannot be selected
Communication/information / Entertainment / Screen/display / Menu item is missing

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system CONNECT907 (Code: E1A)	-	-
A26/17 - MBUX multimedia system HU6 (Code: E1C, EJ9)	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-1011	PERFORM QUICK TEST	0.2		
54-0650	MAINTAIN ON-BOARD ELECTRICAL SYSTEM VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)	0.1		
54-0990	PROGRAM/CODE MBUX MULTIMEDIA SYSTEM CONTROL UNIT (HEAD UNIT)	0.3	87100 90	

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*

Attachments	
<p>Special Functions Menu.jpg:</p>	<p>Instruction</p> <ul style="list-style-type: none"> Select one of the following options. <p>Options</p> <ul style="list-style-type: none"> Data from VeDoc: PIN for theft protection (PIN from VeDoc) Data from VeDoc: PIN for theft protection (PIN from VeDoc) Calculated value 'PIN for theft protection' (calculate PIN) Data from VeDoc: Hardware ID (HW-ID from VeDoc) Manual entry: PIN for theft protection (PIN offline) Manual entry: Hardware ID (HW-ID offline) <p>Question</p> <p>Activation of function: Theft protection; subsequently activatable equipment: Do you want to start the procedure?</p>