

MBUX multimedia system: Malfunction in Android Auto (Connect5)

Topic number	LI82.85-N-070617
Version	1
Function group	82.85 Navigation and Communication systems
Date	12-04-2019
Validity	Model 907 with E1A (MBCONNECT - 5) and JH3 (COMMUNICATION MODULE (LTE) FOR DIGITAL SERVICES)
Reason for change	Validity Updated
Reason for block	

Complaint:

If the smartphone (Android Auto) is connected to the vehicle via a cable, the following complaints may occur:

- The Audio/COMAND display (A40/8) turns dark.
- The Audio/COMAND display (A40/8) can no longer be operated - no touchscreen function.
- The MBUX multimedia system (A26/17) re-starts.

There is no complaint with Android Auto when a wireless connection is used.

Note: In order to be able to use the wireless connection:

1. The vehicle needs to be equipped with code JH3 (COMMUNICATION MODULE (LTE) FOR DIGITAL SERVICES).
2. The MBUX multimedia system (A26/17) must have the latest SW release.

Cause:

A variety of factors, including phone software, may be the cause.

Try to reproduce the problem with several telephones.

Please create an informative PTSS case and provide the following details:

- The exact model designations of the connected telephones
- Check Android versions:
 1. On the smartphone, open the "Settings" app.
 2. Near the bottom, tap on System # Advanced # System Update.
 3. Here you can see your Android Version and Security Patch Level.
- Check Android Auto app versions:
 1. Open Play Store
 2. Enter Android Auto
 3. Open Android Auto in the search results

XENTRY TIPS

4. Click on "What's new"/"New Functions"
5. Scroll down and in "App Info" under "Version" you will see the version number

Remedy:

Please do not replace any parts

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Individual functions are not selectable/not available in telephone mode
Communication/information / Communication / Mobile phone / Telephone / Telephone/cell phone is not detected
Communication/information / Entertainment / Overall system/system error / System shuts down at random
Communication/information / Communication / Mobile phone / Telephone / Function error

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*