

MBUX multimedia system: Navigation cannot be activated, central display black, MBUX delayed operation

Topic number	LI82.85-P-070544
Version	4
Function group	82.85 Navigation and Communication systems
Date	02-11-2020
Validity	BR118 with code 548/549 and 365 BR167 with code 547/548/549 and 365 BR177 with code 548/549 and 365 BR247 with code 547/548/549 and 365 BR253 with code 547/548/549 and 365
Reason for change	Remedy adjusted
Reason for block	

Complaint:

The customer may note the following complaints:

- The central display may be black with no welcome animation shown and may remain black through the entire drive cycle, no audio will be present. The instrument cluster display will remain operational.
- The navigation menu of the MBUX multimedia system (A26/17) cannot be activated. The message "activating" is shown permanently.
- MBUX start-up and operation may be severely delayed and may not respond quickly to user input
- The hardware and software object numbers may not be present in the MBUX multimedia system (A26/17) control unit log

Cause:

MBUX multimedia system (A26/17) HDD damage.

Remedy:

Connect the vehicle to XENTRY diagnosis and check the status of the hard drive using the MBUX multimedia system (A26/17) control unit log. The values "ReallocatedSectorsID05" and "PendingSectorsIDC5" can be found under "Memory" (USB storage device/Hard disk) (see Attachment). Both of these values must be less than 5. If one of the values is greater than or equal to 5 (i.e. PendingSectorsIDC5:8), the MBUX multimedia system (A26/17) must be replaced.

NOTE: If a control unit update or initial start-up is attempted on the MBUX multimedia system (A26/17) XENTRY diagnosis will automatically check the status of the hard drive. If the hard drive is determined to have too many damaged sectors XENTRY diagnosis will recommend a replacement of the control unit (see attached).

Attachments	
File	Description

XENTRY TIPS

HDD smart_data edited.jpg	HDD smart data screenshot
---------------------------	---------------------------

Symptoms

Communication/information / Communication / Navigation / Navigation - Function / Driving directions incorrect/navigation system imprecise

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			53306 T6	

Attachments

HDD smart_data edited.jpg:

Memory (USB storage device/Hard disk)

USB interface "Multimedia connection unit"	Yes	USB interface "Smartphone connection"	Yes
USB interface "DSRC"	No	USB interface "CI+"	Yes
Type of hard disk	HGST HEJ423220H9E300	Serial number	F6310144JG9NBP
Free memory space	OK	Free memory space	103136.00MByte
HDD smart-data (only for development-propose)	ReallocatedSectorsID05:0		
	PowerOnHoursID09:356315		
	PowerOFFCounterIDC0:		
	158 PendingSectorsIDC5:0		
	UDMACRCErrrorCountIDC7:0		

If either of these values are five or greater, replace the MBUX control unit