

MBUX multimedia system: DTC B19C804 stored after software update

Topic number	LI82.85-P-068986
Version	1
Function group	82.85 Navigation and Communication systems
Date	03-04-2020
Validity	Model series 118, 177, 167, 247, 253 with code 547/548/549
Reason for change	
Reason for block	

Complaint:

After a software update, the MBUX multimedia system (A26/17) may incorrectly display the fault code B19C804 "Software tampering has been detected. There is an internal fault".

Note: If there are no relevant customer complaints, then the DTC can be ignored as it does not directly affect functionality. If there is a customer complaint in addition to the above DTC, further diagnostic measures must be performed.

Cause:

The current software release of the MBUX multimedia system (A26/17)

Remedy:

Work on a remedy is in progress. If there are no customer complaints associated then clear the DTC. No further measures are required.

Note: Do not replace any parts.

Symptoms
Communication/information / Entertainment / Overall system/operation / Miscellaneous
Communication/information / Entertainment / Overall system/system error / System operable/Display faulty

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system (Head unit) (HU6) (GLS (167),GLC (253),GLE (167),A (177),CLA (118))	B19C804	Software tampering was detected. There is an internal fault.