

MBUX multimedia system: Head unit does not start-up at ignition or resets during a drive cycle with B19C804 / B227D00 DTCs

Topic number	LI82.85-P-071084
Version	1
Function group	82.85 Navigation and Communication systems
Date	03-05-2020
Validity	Model series 118, 177, 247, 167, and 253 with code 547/548/549
Reason for change	
Reason for block	

Complaint:

The customer may have the following complaints:

- The head unit does not start-up at ignition (i.e. the central display is dark with no welcome animation shown or audio present)
- The head unit shuts off and restarts during a drive cycle (i.e. the central display goes dark and audio is lost, several seconds later the head unit re-boots with welcome animation shown)

Cause:

Various possible causes

Remedy:

If one of the above complaints are noted and either of the following DTCs are present:

- B19C804 "Software tampering was detected. There is an internal fault."
- B227D00 "The watchdog function has detected an internal software error."

Then please open a PTSS case with the following information:

- Initial quick test
- MBUX control unit log
- A picture of the label on the MBUX control unit (ensure that the production date is visible)
- Any details provided by the customer regarding the complaint (frequency, duration, etc.)
- Details regarding any previous repair attempts

Symptoms

XENTRY TIPS

Communication/information / Entertainment / Overall system/system error / System shuts down completely and then restarts

Communication/information / Entertainment / Overall system/system error / System fails to power up, display dark

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.
A26/17 - MBUX multimedia system (Head unit) (HU6) (GLS (167),GLC (253),GLE (167),A (177),CLA (118))	B227D00	The watchdog function has detected an internal software error. _