MBUX multimedia system (HU6): Various complaints

Topic number	LI82.85-N-070395
Version	4
Function group	82.85 Navigation and Communication systems
Date	03-23-2020
Validity	Model 907 with code E3M+E1E (MBUX 7-inch with navigation) Model 907 with code E4M (MBUX 10-inch)
Reason for change	Remedy and inspection of Hard Disk data adapted
Reason for block	

Complaint:

- MBUX multimedia system (A26/17) cannot be programmed

- Not Operational

- Media menus do not start

- Bluetooth and WLAN connection complaints

- Traffic Sign Assist display implausible/incorrect

Cause:

Possible internal damage to the hard drive of the MBUX multimedia system (A26/17).

To confirm this, please read out the S.M.A.R.T. data from the MBUX multimedia system (A26/17) under 'Actual values' and check the values. (See attachments)

Note: XENTRY version 09/19 and add-on 13688 must be installed!

Attachments	
File	Description
SMART.jpg	S.M.A.R.T. data
S.M.A.R.T. data.jpg	SMART Data in english

Remedy:

To assess possible internal damage to the hard drive, evaluate the following actual values:

1. ReallocatedSectorsID05

2. PendingSectorsIDC5

If one or both of these values is greater than zero, the MBUX multimedia system (A26/17) must be replaced.

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Also if the actual values for the MBUX multimedia system Hard Disk, Hard Disk - Raw Value, and Environmental data display "No value available" (See attachements)

Note: If replacing the MBUX multimedia system (A26/17), please refer to this LI in the "Notes" section of the warranty claim.

Attachments	
File	Description
MBUX Environmental Data.jpg	Example of MBUX Environmental Data showing No value available
MBUX Hard Disk - Raw Value.jpg	Example of MBUX Hard Disk - Raw value showing No value available
MBUX Hard Disk.JPG	Example of MBUX Hard Disk showing No value available

Symptoms
Communication/information / Entertainment / Overall system/operation / Miscellaneous
Communication/information / Entertainment / Overall system/system error / System fails to power up, display dark
Communication/information / Entertainment / Overall system/system error / System shuts down at random
Communication/information / Entertainment / Screen/display / Some menus cannot be selected
Communication/information / Entertainment / Overall system/system error / System operable/Display faulty
Communication/information / Entertainment / Bluetooth audio streaming / Cyclical misfire
Communication/information / Entertainment / Bluetooth audio streaming / Sporadic misfire
Communication/information / Entertainment / Bluetooth audio streaming / Function not available
Communication/information / Entertainment / Bluetooth audio streaming / Device unavailable

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

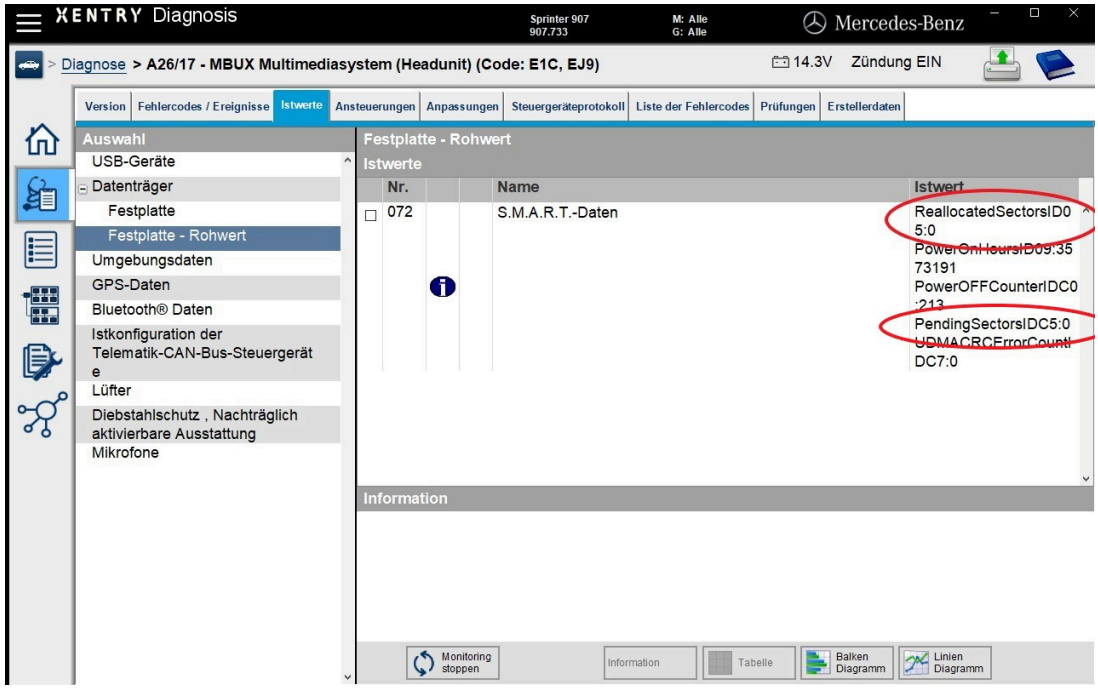
Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
82-7507	REPLACE HEAD UNIT	0.5	53306 T6	

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*

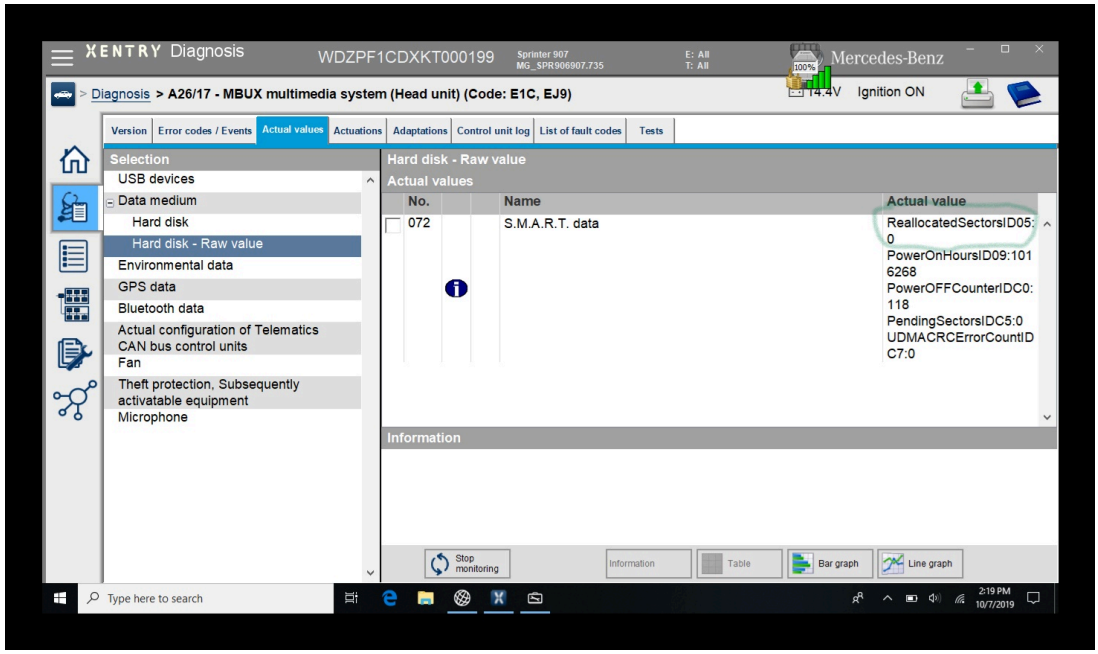
Attachments

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SMART.jpg:

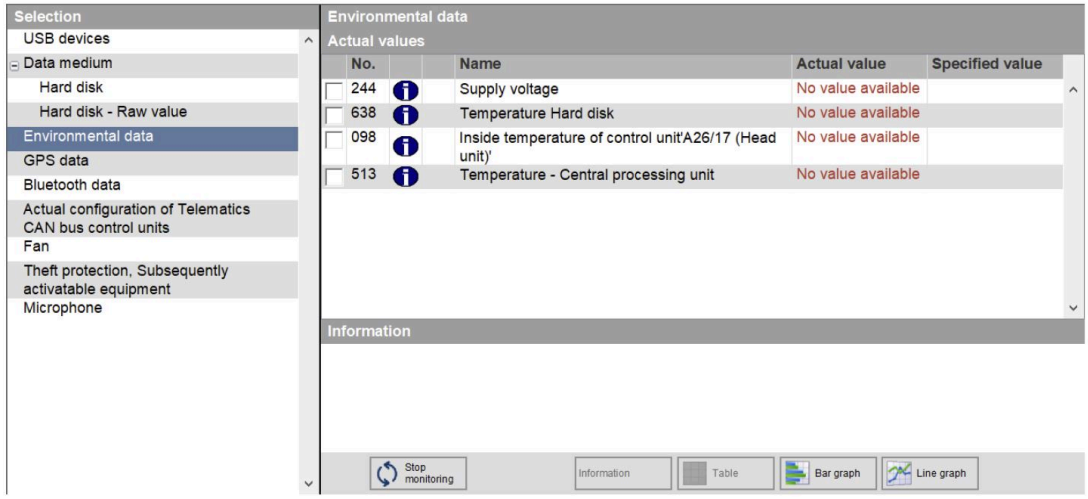


S.M.A.R.T. data.jpg:

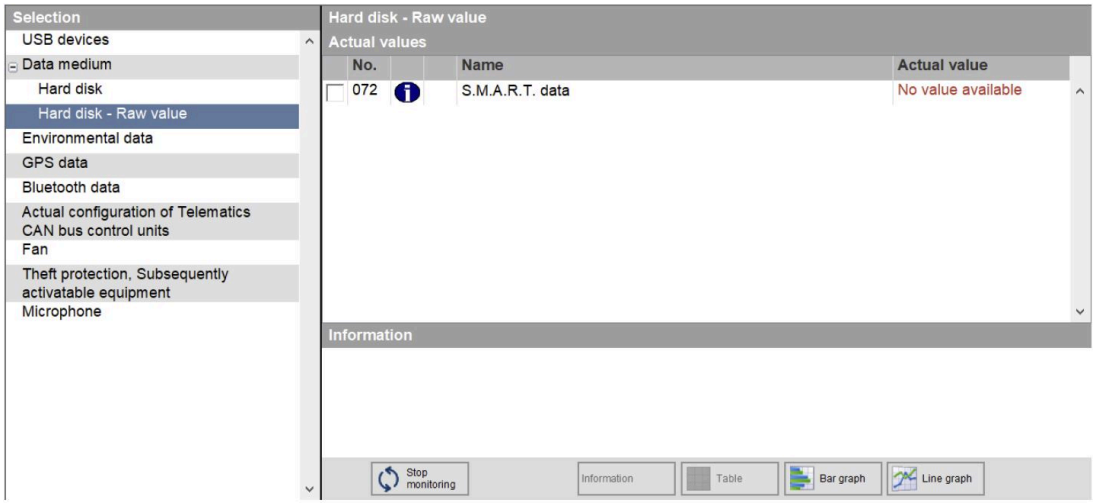


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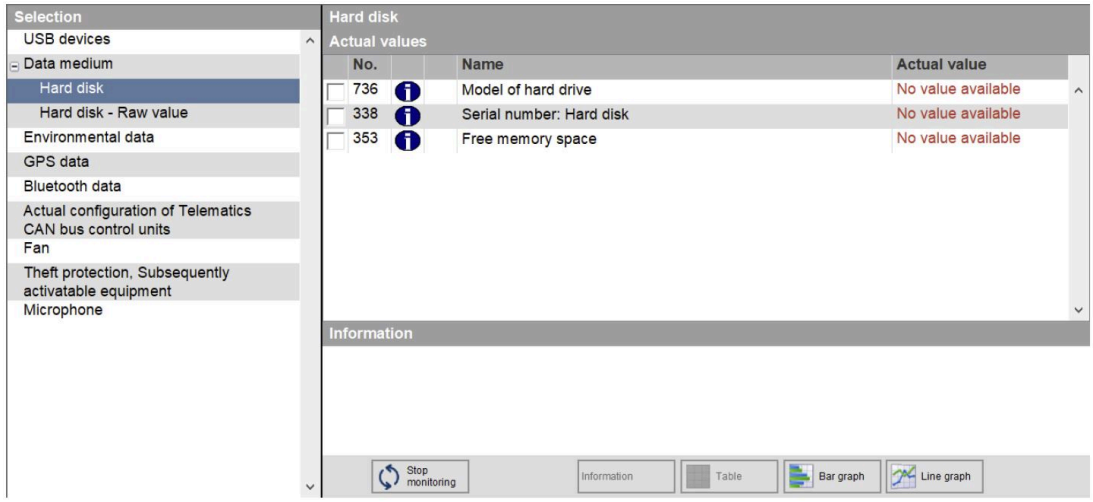
MBUX Environmental Data.jpg:



MBUX Hard Disk - Raw Value.jpg:



MBUX Hard Disk.JPG:



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