

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	2
Function group	82.85 Navigation and Communication systems
Date	04-20-2020
Validity	Model series 118, 177, 247, 167, and 253 with code 547/548/549
Reason for change	Updated remedy
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 ensure the latest software is installed on the MBUX multimedia system (currently E420.5). If the latest software is NOT installed then please update the MBUX multimedia system software and test functionality.

If the MBUX multimedia system (A26/17) software is up-to-date and the complaint still occurs then 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.)

XENTRY TIPS

- Details regarding any previous repair attempts

Symptoms
Communication/information / Entertainment / Overall system/system error / System fails to power up, display dark
Communication/information / Entertainment / Overall system/system error / System shuts down completely and then restarts

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. _