

MBUX multimedia system (CONNECT907) : Central display goes dark temporarily

Topic number	LI82.85-N-069563
Version	4
Function group	82.85 Navigation and Communication systems
Date	04-28-2020
Validity	Model 907 with code E3M-E1E (MBUX 7-inch without navigation)
Reason for change	Title, remedy and validity updated.
Reason for block	

Complaint:

After starting the vehicle or during operation, the Audio/COMAND display (A40/8) goes dark temporarily.

Note: The MBUX multimedia system (A26/17) can no longer be operated.

Fault code B211A01 pending and/or stored in CONNECT907 control unit.

Cause:

Software of CONNECT907 control unit.

Remedy:

Please do not replace any parts.

Important information: Due to the current international situation, the release date of the new software is delayed.

New software expected to be available in Q3/2020.

As soon as the software is available in the field, this LI document will be updated.

Note: Please refer to this LI in the "Notes" section of the warranty claim.

Symptoms
Communication/information / Entertainment / Screen/display / Display dark -System running
Communication/information / Entertainment / Screen/display / Miscellaneous
Communication/information / Information display / Displays / Multifunction display / Function / Malfunction
Communication/information / Entertainment / Screen/display / Display lighting faulty

Control unit/fault code

XENTRY TIPS

Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system CONNECT907 (Code: E1A)	B211A01	The data line between the instrument cluster and the display cluster has a malfunction. There is a general electrical fault.

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*