

MBUX multimedia system: XENTRY diagnosis message "MBUX multimedia system control unit is defective (hard drive, internal fault)" appears

Topic number	LI82.85-P-071394
Version	1
Function group	82.85 Navigation and Communication systems
Date	06-24-2020
Validity	Model series 118, 167, 177, 247, and 253 with code 548/549
Reason for change	
Reason for block	

Complaint:

In XENTRY diagnosis, the message "MBUX multimedia system control unit is defective (hard drive, internal fault)" appears while attempting to communicate with the MBUX multimedia system (A26/17)

Note: Generally, one of the following values "ReallocatedSectorsID05" or "PendingSectorsIDC5" is greater than "0" MBUX multimedia system (A26/17) control unit log ("Memory (USB storage device/Hard disk)" -> "HDD smart-data", see attachment)

Cause:

Internal hard drive defect

Attachments	
File	Description
HDD smart_data edited.jpg	HDD smart data screenshot

Remedy:

Replacement of internal hard drive. The MBUX multimedia system (A26/17) hard drive is now available separately as a replacement part.

The hard drive is replaced with the MBUX multimedia system (A26/17) uninstalled from the vehicle. When doing so, observe the ESD regulations (see WIS reference AH54.00-P-0001-01A). The hard drive replacement procedure is outlined in AR82.85-P-1102A.

After replacing the hard drive, follow the initial startup instructions as outlined in XENTRY Diagnosis.

Note: Replacement of the internal hard drive is only possible if XENTRY Diagnostics instructs the procedure to be performed!

XENTRY TIPS

Symptoms
Communication/information / Entertainment / Display message / Function not available
Communication/information / Entertainment / Screen/display / Some menus cannot be selected
Communication/information / Communication / Navigation / Navigation with hard disk / Map update not possible
Communication/information / Communication / Navigation / Navigation - Function / Navigation not selectable/available

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 000 906 27 11			Hard drive A-Mid ECE/USA with code 548+3U6/3U7/3U8	1	Please note the code condition	X
A 000 906 29 11			Hard drive A-High ECE/USA with code 549+3U6/3U7/3U8	1	Please note the code condition	X

Operation numbers/damage codes					
Op. no.	Operation text	Time	Damage code	Note	
82-7741	REPLACE HARD DRIVE OF HEAD UNIT (AFTER CHECK)	ZM	53306 T6	Internal HDD hard drive	

WIS-References			
Document number	Title	Note	Allocation
AR82.85-P-1102A	Remove/install hard drive of head unit		Remedy

Attachments

HDD smart_data edited.
jpg:

Memory (USB storage device/Hard disk)			
USB interface "Multimedia connection unit"	Yes	USB interface "Smartphone connection"	Yes
USB interface "DSRC"	No	USB interface "CI+"	Yes
Type of hard disk	HGST HEJ423220H9E300	Serial number	F6310144JG9NBP
Free memory space	OK	Free memory space	103136.00MByte
HDD smart-data (only for development-propose)	ReallocatedSectorsID05 0		
	PowerOnHoursID09:356315		
	PowerOFFCounterIDC0:		
	158 PendingSectorsIDC5 0		
	UDMACRCErrCountIDC7:0		

If either of these values are five or greater, replace the MBUX control unit