

## MBUX multimedia system (CONNECT907 or HU6): fault with central display

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Topic number	LI82.85-N-070618
Version	4
Function group	82.85 Navigation and Communication systems
Date	08-10-2020
Validity	Model 907 with code E3M-E1E (MBUX 7-inch without navigation) Model 907 with code E3M+E1E (MBUX 7-inch with navigation) Model 907 with code E4M (MBUX 10.25 inches)
Reason for change	Cause, remedy and validity updated.
Reason for block	

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### Complaint:

- During the journey, the audio/COMAND display (A40/8) temporarily goes dark.
- The audio/COMAND display (A40/8) is permanently dark.
- Vertical or horizontal stripes on the display.
- Sporadic failure of the touchscreen function on the audio/COMAND display (A40/8).

### Cause:

1. Effect of non-approved retrofits (e.g. reversing camera systems).
2. Software of the Audio/COMAND display (A40/8).
3. MBUX multimedia system software (A26/17).
4. Connector coupling 1 on Audio/COMAND display (A40/8).
5. Hardware fault of audio/COMAND display (A40/8).
6. Hardware fault of the MBUX multimedia system (A26/17).

### Remedy:

#### Information:

If there is no separate TIPS document available for the customer complaint, work through the test steps listed below. It is absolutely essential that the test steps are performed in the specified sequence.

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1. Unofficial retrofits must be disabled and the vehicle restored to its factory condition

Information: Assess the customer complaint again. If the customer complaint still exists, continue with operation step 2.

2. Update software of the Audio/COMAND display control unit (A40/8).

Information: Assess the customer complaint again. If the customer complaint still exists, continue with operation step 3.

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3. Perform software update of the MBUX multimedia system control unit (A26/17).

Information: Assess the customer complaint again. If the customer complaint still exists, continue with operation step 4.

4. Check connector coupling 1 on the audio/COMAND display (A40/8) for secure attachment and for any widened pins.

Information: Assess the customer complaint again. If the customer complaint still exists, continue with operation step 5.

5. If the problem remains, replace the audio/COMAND display (A40/8).

Information: Assess the customer complaint again. If the customer complaint still exists, continue with operation step 6.

6. Create a PTSS case and attach the following documents:

- Actual values of the Audio/COMAND display (A40/8).
- Log of Audio/COMAND display control unit (A40/8).
- Log of MBUX multimedia system control unit (A26/17).

Note: Compile the documents at the time of the customer complaint!

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Note: If unofficial retrofitting is found to be the cause of the problem, no material or labor costs may be submitted through the warranty.

Note: In the warranty claim, please add the number of this TIPS document (LI82.85-N-070618) to the "notes text" as reference.

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

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			540H6 EA	Information: Test step 2
			87100 EA	Information: Test step 3

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			510AV 58	Information: Test step 4
			540H6 E6	Information: Test step 5

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*