

MBUX multimedia system: The head unit does not start-up at ignition ON

Topic number	LI82.85-P-069381
Version	9
Function group	82.85 Navigation and Communication systems
Date	01-04-2021
Validity	Model series 118, 167, 177, 213, 238, 247, 253, 257, and 290 with code 548/549
Reason for change	Validity update
Reason for block	

Complaint:

The customer may have the following complaints:

- The central (head unit) display remains dark or does not advance past the Mercedes-Benz welcome animation
- In addition to the above complaint, there is no audio from the speakers OR interference noise is heard from the speakers

Also, the following DTC: B19C804 "Software tampering was detected. There is an internal fault." may be stored in the MBUX multimedia system (A26/17)

Cause:

Software release of MBUX multimedia system (A26/17).

Remedy:

Software update of the MBUX multimedia system (A26/17) to E820.0 or greater via XENTRY Diagnosis

Symptoms
Communication/information / Entertainment / Screen/display / Display dark -System running
Communication/information / Information display / Displays / Multifunction display / Function / Malfunction
Communication/information / Entertainment / Screen/display / Frozen screen -system runs

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system (Head unit) (HU6) (GLS (167),GLC (253),E (213),X 290 AMG,GLE (167),CLS (257),A (177),E (238),GLB (247),CLA (118))	B19C804	Software tampering was detected. There is an internal fault.

XENTRY TIPS

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			87100 DH	