

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	2
Function group	82.85 - Navigation and Communication systems
Date	2/24/21
Validity	Model series 118, 167, 177, 213, 238, 247, 253, 257, and 290 with code 548/549
Reason for change	Remedy updated

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 the MBUX multimedia system control unit log "HDD smart-data" under "Memory (USB storage device/hard drive)" will show ReallocatedSectorsID05 or PendingSectorsIDC5 with a value greater than "0" (see Attachment "HDD sector check.jpg") if this message appears

Cause

MBUX multimedia system (A26/17) hard disk drive (HDD)

Attachments	
File	Description
HDD sector check.jpg	

Remedy

Replacement of MBUX multimedia system internal hard drive (see below note)

Note: The hard drive is available separately as a replacement part (see parts note). In XENTRY Diagnosis navigate to the MBUX multimedia system (A26/17) -> "Adaptations" -> "Teach in processes" -> "Initial start-up of component Hard Disk Head Unit". The XENTRY Diagnosis will test the currently installed HDD and then guide the technician through the HDD replacement and initial start-up process. The replacement procedure is described in AR82.85-P-1102A. Be sure to observe ESD guidelines outlined in AH54.00-P-0001-01A.

Further information on this topic can be found in LI82.85-P-070544

WIS-References

XENTRY TIPS

Document number	Title	Note
AR82.85-P-1102A	Remove/install head unit hard drive	Observe ESD guidelines outlined in AH54.00-P-0001-01A

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

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A0009062711			Hard drive A-Mid ECE/USA with code 548+3U6/3U7/3U8	1	Please note the code condition	X
A0009062911			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
827741	REPLACE HARD DRIVE OF HEAD UNIT (AFTER CHECK)	ZM	53306T6	Internal HDD hard drive