

MBUX multimedia system: XENTRY Diagnosis message
"The MBUX multimedia system: Control unit ABNORMAL"

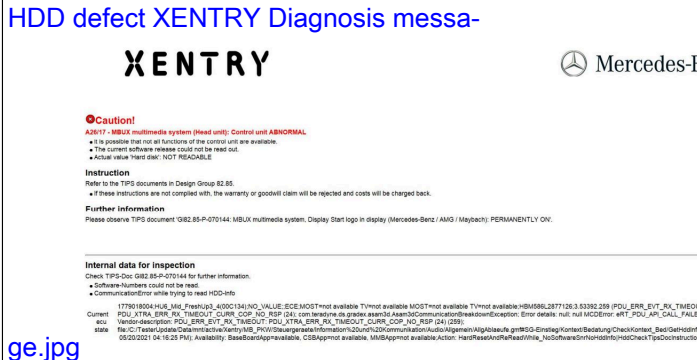
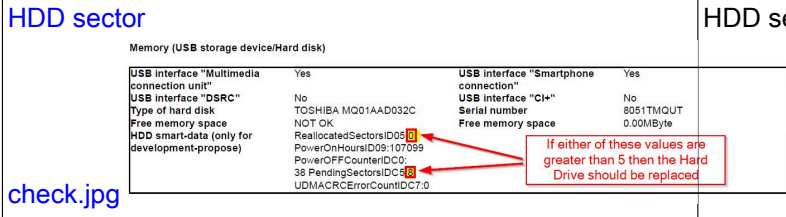
Topic number	LI82.85-P-071394
Version	4
Function group	82.85 - Navigation and Communication systems
Date	6/9/21
Validity	Model series 118, 167, 177, 213, 238, 247, 253, 257, and 290 with code 548/549
Reason for change	Remedy update

Complaint

In XENTRY Diagnosis, the message "A2617 - MBUX multimedia system (head unit): Control unit ABNORMAL" appears (see attached)

A value greater than "0" is usually shown in the MBUX control unit log, under Memory (USB storage device/hard drive), HDD smart-data and either "ReallocatedSectorsID05" or "PendingSectorsIDC5" (see attached). In some instances, only a question mark may be present as the data cannot be retrieved.

Note: The display of free memory space as "not OK" 0.00 MB is not an indication that the hard drive should be replaced if other HDD smart data is displayed correctly

Attachments	
File	Description
HDD defect XENTRY Diagnosis messa- 	XENTRY Diagnosis message HDD check
HDD sector 	HDD sector check data

Cause

XENTRY TIPS

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

Remedy

Perform software update of MBUX multimedia system (A26/17).

If the software update is not possible, or the problem remains after the update, then replace the internal hard drive.

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.

In some instances the Speech Dialog System ("Hey Mercedes") may be inoperable after the HDD replacement. If this occurs then perform a user data reset ("Settings" -> "System" -> "Reset") via the MBUX display and functionality should be restored.

Note: It is also possible that external influence may have caused the defect. Please inspect the MBUX multimedia system (A26/17) for liquid intrusion prior to replacing the HDD.

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

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