

## MBUX multimedia system (HU6): Boots up only as far as "Mercedes-Benz" logo

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Topic number	LI82.85-N-073463
Version	1
Function group	82.85 - Navigation and Communication systems
Date	8/19/21
Validity	Model 907 with code E3M+E1E (MBUX 7-inch with navigation) Model 907 with code E4M (MBUX 10-inch)
Reason for change	Remedy updated

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### Complaint

The MBUX multimedia system (A26/17) only boots up as far as the "Mercedes-Benz" logo and remains in this state, or always re-starts after reaching the "Mercedes-Benz" logo.

### Cause

1. Software release of MBUX multimedia system (A26/17).
2. Internal fault on hard drive of MBUX multimedia system (A26/17).

### Remedy

1. Update software for MBUX multimedia system (A26/17).

If a software update is not possible, or the problem persists after the software update, continue with Step 2.

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2. Check hard drive values:


1. Create a control unit log for MBUX multimedia system (A26/17).
2. The following values indicate a hard drive fault:
  - Software item numbers not displayed in control unit log. (See attachment)
  - A value is not entered under "Actual values" -> "Development status (Only valid for Development department)". (See attachment)
  - No values are entered under "Actual values" -> "S.M.A.R.T. data". (See attachment)

If there is a fault on the hard drive of the MBUX multimedia system (A26/17), the hard drive must be replaced. (AR82.85-D-1102TS)

The hard drive is available separately as a replacement part in various versions (see parts note).

After replacing the hard drive, follow the commissioning instructions in XENTRY Diagnosis.

Note: If replacing the hard drive of the MBUX multimedia system (A26/17), please refer to this LI in the "Notes" section of the warranty claim!

Attachments																					
File	Description																				
<p><a href="#">E-Stand_S.M.A.R.T..JPG</a></p> <p style="text-align: center;"><b>Istwerte</b></p> <table border="1"> <tr> <td colspan="2"><b>E-Stand (Gültig nur für die Entwicklungsabteilung)</b></td> </tr> <tr> <td>CarId/FISID/FISIDnr</td> <td>HBM710M2512250</td> </tr> <tr> <td>Seriennummer</td> <td>CAN-Signal GESTÖRT</td> </tr> <tr> <td>Status des Steuergerätes (Diebstahlschutz)</td> <td>GELOSCHT</td> </tr> <tr> <td>PIN für Diebstahlschutz</td> <td>NICHT VERFÜGBAR</td> </tr> <tr> <td>Status der Navigationsdaten</td> <td></td> </tr> </table>  <p style="text-align: center;"><b>XENTRY</b> </p> <table border="1"> <tr> <td>Aktuelle Version der Navigationsdaten</td> <td>NO_VALUE</td> </tr> <tr> <td>Aktuell bestellbare Navigationsdaten</td> <td></td> </tr> <tr> <td>Navigationsdaten (Rohwert)</td> <td>NO_VALUE</td> </tr> <tr> <td>S.M.A.R.T.-Daten</td> <td></td> </tr> </table>	<b>E-Stand (Gültig nur für die Entwicklungsabteilung)</b>		CarId/FISID/FISIDnr	HBM710M2512250	Seriennummer	CAN-Signal GESTÖRT	Status des Steuergerätes (Diebstahlschutz)	GELOSCHT	PIN für Diebstahlschutz	NICHT VERFÜGBAR	Status der Navigationsdaten		Aktuelle Version der Navigationsdaten	NO_VALUE	Aktuell bestellbare Navigationsdaten		Navigationsdaten (Rohwert)	NO_VALUE	S.M.A.R.T.-Daten		Development status/S.M.A.R.T data missing
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WIS-References		
Document number	Title	Note
AR82.85-D-1102TS	Remove/install hard drive of head unit	Remove/install hard drive of head unit
AH54.00-P-0001-01A	Notes on preventing damage to electronic components due to electrostatic discharge	Notes on preventing damage to electronic components due to electrostatic discharge

**Symptoms**

Communication/information > Entertainment > Overall system/system error > System fails to power up, display dark

Communication/information > Entertainment > Overall system/system error > System fails to power up, star or 6 dashes in display

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A0009062711			FESTPLATTE A-MID ECE USA / HARD DRIVE EQUIPMENT MID. ECE USA	1	Model 907/910: (E4M/E3M +E1E)+(IH6/IH7/IH8)	X
A0009062911			FESTPLATTE A-HIGH ECE USA / HARD DRIVE EQUIPMENT HIGH ECE USA	1	Model 907/910: E4M+(JA3/JO5/JO6)+(IH6/IH7/IH8)	X

**Control unit/fault code**

# XENTRY TIPS

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Control unit	Fault text
A26/17 - MBUX multimedia system (Head unit)	
A26/17 - MBUX multimedia system (Head unit)	

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			53306T6	The listed damage code is not to be considered as an acceptance of costs. The general guidelines in the Warranty Manual apply.