

MBUX: Tablet in rear passenger compartment (CCR) - code 447- can no longer connect with screens in rear passenger compartment/rear seat unit after an A26/17 MBUX head unit update

Topic number	LI82.85-P-074392
Version	4
Function group	82.85 - Navigation and Communication systems
Date	10/21/24
Validity	Model series 223 and 297 with code 447
Reason for change	Remedy adjusted

Complaint

Following the software update of the MBUX, the tablet can no longer be connected with the rear seat unit. The tablet cannot be used as usual.

Cause

The Android software of the tablet is not up to date and cannot communicate with the latest software of the MBUX.

Remedy

Remedy for Gen1 and Gen2:

Update the Android software of the tablet (see instructions in attachment) and head unit A26/17 to the latest version. If the complaint continues to occur after this, please create a TIPS case.

Note:

Information for Gen1:

The tablet's Android software update can be started via the device's system settings (see instructions in attachment).

Information for Gen2:

To access the device's system settings, the device must be removed from the vehicle and connected to an external Wi-Fi network. (See instructions in attachment).

Attachments	
File	Description
MBUX Tablet Android software update english.pdf	Remedy for Gen 1 Tablets
Tablet+Gen1-2.pdf	Comparison of Gen 1 / 2 Tablets

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms

Communication/information > Entertainment > Display message > Function not available

Communication/information > Entertainment > Rear entertainment > Control > Button nonfunctional

Communication/information > Entertainment > Rear entertainment > Control > Rear entertainment system completely nonfunctional

Communication/information > Entertainment > Rear entertainment > Control > Remote control nonfunctional

Communication/information > Entertainment > Rear entertainment > Screen/display > Miscellaneous

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			820FEE9	Please refer to this document in the warranty claim