

## Model series 214 and 236: Potential concerns with CIVIC A26/17 - MBUX multimedia system + instrument cluster (head unit)] and/or displays

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Topic number	LI82.85-P-077316
Version	2
Function group	82.85 - Navigation and Communication systems
Date	1/23/25
Validity	All model series with CIVIC MBUX
Reason for change	Remedy and validity updated

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### Complaint

Symptoms relating to CIVIC A26/17 - MBUX multimedia system + instrument cluster (head unit)] and/or displays

### Cause

Enhanced technical support process for CIVIC modules and associated displays

### Remedy

Note: Do not replace any components.

For all symptoms concerning CIVIC and displays create a TIPS case after performing initial diagnosis.

Attach the following documents to this case:

- Quick test
- Control unit logs for CIVIC and all displays
- If possible, obtain customer consent for CIVIC logging that needs to be reviewed by GSP (see attachment). In some instances the CIVIC logs may not be required.

After receiving the case if it is determined that CIVIC logging is required, a password will be generated for activation of the CIVIC logging (where the customer has approved this).

This password and Xentry instruction on how to create a log will be communicated in the TIPS case. The password is case sensitive and only valid for 24 hours.

Note: If unable to obtain the customer approval for CIVIC logging simply state so in the TIPS case notes.

Attachments	
File	Description

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## 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 > Screen/display > Display dark -System running
Communication/information > Communication > Navigation > Navigation - Function > No satellite reception
Communication/information > Communication > Navigation > Navigation - Function > Individual functions are not selectable/not available in navigation mode
Communication/information > Communication > Navigation > Navigation - Function > Driving directions incorrect/navigation system imprecise
Communication/information > Communication > Navigation > Navigation - Function > Route guidance system interrupts
Communication/information > Communication > Navigation > Navigation - Function > Route calculation very slow
Communication/information > Communication > Navigation > Navigation - Function > There is no navigation announcement
Communication/information > Communication > Navigation > Navigation - Function > Error when entering destination
Communication/information > Communication > Navigation > Navigation - Function > Route guidance incorrect/improbable
Communication/information > Communication > Voice control system VCS > Input is repeated incorrectly or not at all
Communication/information > Communication > Voice control system VCS > Input is not understood
Communication/information > Communication > Voice control system VCS > Input is repeated without obvious cause
Communication/information > Communication > Voice control system VCS > Malfunction
Communication/information > Entertainment > Overall system/operation > System adjustments not possible
Communication/information > Entertainment > Overall system/operation > Miscellaneous
Communication/information > Entertainment > Screen/display > Miscellaneous
Communication/information > Information display > Displays > Multifunction display > Function > Pixel errors/segments missing
Communication/information > Information display > Displays > Multifunction display > Function > Contrast/brightness/distortion
Communication/information > Information display > Displays > Multifunction display > Function > Difficult to read
Communication/information > Information display > Displays > Multifunction display > Function > Flickers
Communication/information > Information display > Displays > Multifunction display > Function > Malfunction
Communication/information > Information display > Displays > Multifunction display > Multifunction display, menu > Menu items missing

Communication/information > Information display > Displays > Multifunction display > Multifunction display, menu > Incomplete display
Communication/information > Information display > Displays > Multifunction display > Multifunction display, menu > Not operable
Communication/information > Information display > Overall component > Instrument cluster, total failure > Malfunction
Communication/information > Communication > Navigation > Navigation - Function > Software is reloaded without obvious cause
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
Communication/information > Entertainment > Overall system/system error > System starts up at random
Communication/information > Entertainment > Overall system/system error > System shuts down completely and then restarts
Communication/information > Entertainment > Overall system/system error > System shuts down at random
Communication/information > Entertainment > Overall system/system error > System cannot be switched off
Communication/information > Entertainment > Overall system/system error > System cannot be operated/audio and video present
Communication/information > Entertainment > Screen/display > Frozen screen -system runs
Communication/information > Communication > Navigation > Navigation - Function > Error in map display
Communication/information > Entertainment > Overall system/operation > Button nonfunctional
Communication/information > Communication > Navigation > Navigation with hard disk > Map update not possible
Communication/information > Communication > Navigation > Navigation - Function > Navigation instructions too loud/too quiet
Communication/information > Entertainment > Screen/display > Central display makes noises
Communication/information > Assistance and warning systems > Traffic Sign Assist > Faulty display
Communication/information > Entertainment > Media interface (UMI/UCI) > Navigation display faulty
Communication/information > Entertainment > Media interface (UMI/UCI) > Menu cannot be selected/is not available
Communication/information > Entertainment > Media interface (UMI/UCI) > Data storage device cannot be read/is not detected
Communication/information > Entertainment > Media interface (UMI/UCI) > Audio output faulty
Communication/information > Entertainment > Overall system/system error > System operable/Display faulty
Communication/information > Communication > Voice control system VCS > Voice output faulty
Communication/information > Assistance and warning systems > Traffic Sign Assist > Malfunction
Communication/information > Entertainment > Bluetooth audio streaming > Cyclical misfire
Communication/information > Entertainment > Bluetooth audio streaming > Sporadic misfire
Communication/information > Entertainment > Bluetooth audio streaming > Crackling/cracking noise
Communication/information > Entertainment > Bluetooth audio streaming > Function not available
Communication/information > Entertainment > Bluetooth audio streaming > Individual functions not available
Communication/information > Entertainment > Bluetooth audio streaming > Device unavailable
Communication/information > Entertainment > Bluetooth audio streaming > Operation not possible
Communication/information > Communication > Navigation > Navigation - Function > Navigation not selectable/available
Communication/information > Assistance and warning systems > Traffic Sign Assist > Implausible display

# XENTRY Tips

Communication/information > Assistance and warning systems > Traffic Sign Assist > Warning message in instrument cluster
Communication/information > Communication > Navigation > Traffic information > Dynamic navigation system non-functional
Communication/information > Communication > Navigation > Traffic information > Traffic messages are not read out
Communication/information > Communication > Navigation > Navigation - Function > POI, route download nonfunctional
Communication/information > Communication > Navigation > Traffic information > Display error
Communication/information > Communication > Navigation > Traffic information > Service unavailable
Communication/information > Communication > Navigation > Traffic information > Contract term faulty
Communication/information > Information display > Displays > Multifunction display > Multifunction display, menu > Faulty display
Communication/information > Assistance and warning systems > Augmented reality camera > Cannot be activated
Communication/information > Assistance and warning systems > Augmented reality camera > Picture unsharp
Communication/information > Assistance and warning systems > Augmented reality camera > Picture incomplete
Communication/information > Assistance and warning systems > Augmented reality camera > No image
Communication/information > Assistance and warning systems > Augmented reality camera > Malfunction
Communication/information > Entertainment > Internet Radio > Malfunction
Communication/information > Communication > Navigation > Navigation - Function > Destination flag is not displayed at correct position

## Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note