

System Inoperative on MBUX Headunit 6 Display High (Code 549) with either Augmented Reality Camera (Code U19) OR Dashcam (Code U21)

Topic number	LI54.71-P-078802
Version	4
Function group	54.71 - Camera and radar-assisted assistance systems
Date	5/30/25
Validity	This LI is valid for all NTG6 vehicles with option code 549+21U (NTG 6 High + Dashcam) OR 549+U19 (NTG 6 High + Augmented Reality Camera).
Reason for change	Damage code, title, and validity language updates.

Complaint

MBUX head unit display with red text box "System Inoperative".

ONLY for vehicles with SA code (549+21U) or (549+U19).

Cause

Head unit software variant.

Remedy

For all chassis use Xentry to update head unit (A26/17).

Target boot software number should be either:

- 247 904 6600 (E905.4) OR
- 247 904 7500 (E906.1)

If vehicle fits all criteria and either target software is not available via Xentry, please open an XSS ticket.

Damage code 5424x-01 may be used with a repair start date after June 2nd, 2025.

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

XENTRY Tips

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 > Assistance and warning systems > Parking assist > 360° camera > Cannot be activated
Communication/information > Assistance and warning systems > Parking assist > 360° camera > No image
Communication/information > Assistance and warning systems > Parking assist > Reversing camera > Without picture

Control unit/fault code	
Control unit	Fault text
A26/17 - MBUX multimedia system (Head unit) (HU6)	B1E7B00 - The picture from the reversing camera or the Parking Pilot is missing or faulty. _

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		0.000 H	5424x01	5424x-01