

## MFA2 and 167: Menu items missing from instrument cluster display

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Topic number	LI54.30-P-071086
Version	3
Function group	54.30 - Instrument cluster, display instruments, hazard warning device
Date	7/28/25
Validity	Model series 118, 167, 177, and 247 with IC177
Reason for change	Clarified validity

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### Complaint

After a software update for instrument cluster (IC) control unit (N133/1) is performed the following customer complaints may be noted:

- One or more menu selections (navigation, AMG, etc.) are missing from the instrument cluster display
- The menu icons are present but the functionality does not appear in instrument cluster display after it is selected

### Cause

- Communication between the instrument cluster control unit (N133/1) and the multifunction display (A40/16)
- Incorrect instrument cluster control unit (N133/1) SCN coding

Note: Some instrument cluster menu options are dependent on option code (i.e. the navigation menu option will only be present on vehicles equipped with navigation, code 365). Before beginning diagnosis, ensure that the vehicle is equipped with the accompanying option code

### Remedy

If the first complaint is noted:

- Perform a circuit 30 reset of the MBUX multimedia system (A26/17), the instrument cluster control unit (N133/1), and the multifunction display (A40/16). I.e. disconnect the control units from power simultaneously for 1 hour, or disconnect the ground cable for the 12V battery for 1 hour
- If the above step does not remedy the complaint, perform initial start-up of the instrument cluster control unit (N133/1) with Xentry diagnosis software release 12/2019 and add-on 14970 or newer
- If the above steps do not remedy the complaint, perform initial start-up of the MBUX multimedia system (A26/17). Then perform a factory reset of the head unit (Settings -> System -> Reset)

If the second complaint is noted:

- SCN code the instrument cluster control unit (N133/1)

## 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 > Communication > Navigation > Navigation - Function > Individual functions are not selectable/not available in navigation mode
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 > Communication > Navigation > Navigation - Function > Navigation not selectable/available

Control unit/fault code	
Control unit	Fault text
A40/16 / A40/8 - Central display/Display cluster 'Instrument cluster and head unit' (ZAN) (DISP6)	-
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Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		H	5422A50	Please use this damage code when submitting a warranty claim.