

MBUX multimedia system: The central display is dark, various other system complaints

Topic number	LI82.85-P-071623
Version	5
Function group	82.85 - Navigation and Communication systems
Date	1/2/26
Validity	Model series 167 with code 548/549
Reason for change	Request update verbiage to align with warranty

Complaint

The customer may note the following complaints:

- The central display may remain dark through the entire drive cycle. The instrument cluster display will remain operational.
- No audio is present from the sound system
- MBUX multimedia system (A26/17) may not be shown on the initial quick test
- Various other MBUX multimedia system (A26/17) related complaints

Cause

Water ingress through the air vent under the front passenger seat (see attached, note that the vents are facing the rear of the vehicle). As a result, the head unit (A26/17) may become damaged.

Inspect the MBUX multimedia system (A16/17) hardware, including all attached wiring and connectors, for traces of water and/or corrosion (see attached picture for example).

Attachments	
File	Description
MBUX control unit with visible traces of water intrusion.jpg	An example of signs of liquid intrusion into passenger HVAC vent
	

Remedy

Avoid using rubber floor mats for the second row seats on which water can collect and subsequently enter the air vent under the front passenger seat.

An optimized cover is now available for the air vent under the front passenger seat (see parts note). To avoid a recurrence of water damage, install this cover.

Note:

Only primary losses resulting from the ingress of fluids that can be attributed to a production error is covered by the warranty.

Fluids that are introduced into the vehicle as a result of environmental influences, incorrect repairs or incorrect use by the customer are not covered by the warranty.

The damage code specified in this document only applies for the installation of the fan shroud.

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 > Entertainment > Radio > Radio mode is not selectable

Communication/information > Entertainment > Video TV/DVD > TV mode is not selectable

Communication/information > Information display > Displays > Multifunction display > Function > Malfunction

Communication/information > Entertainment > Screen/display > Frozen screen -system runs

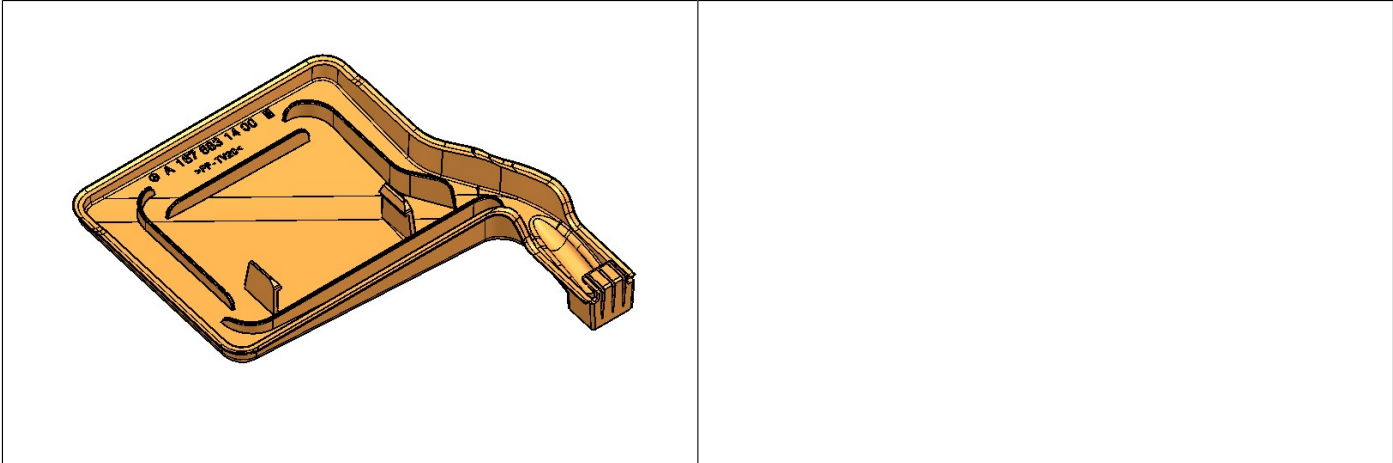
Communication/information > Entertainment > Radio > No audio

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 167 683 14 00			Cover panel	1	Available as of approx. 04/2021	X

Attachments

File	Description
air vent cover A1676831400.jpg	Optimized air vent cover



Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			68T06**	Vehicle floor cover