

CIVICi2 – radio (FM, SDARS) finds no stations or fewer stations than usual after "Over the Air" update

Topic number	LI82.60-P-080806
Version	1
Function group	82.60 - Radio, audio, video systems
Date	7/17/26
Validity	All model series equipped with the CIVICi2 multimedia system (code 528 or 529)
Reason for change	Title adjusted

Complaint

After an "Over the Air" update (OTA), FM or SDARS radio reception is limited; only a few stations are found.

Cause

The firmware installation was incomplete.

Remedy

In the A26/17 control unit "MBUX multimedia system" (head unit), use XENTRY to carry out the special process "All Modules"; this will reinstall the firmware completely.

Attachments	
File	Description
Sonderablauf alle Module - Special procedure all modules.pdf	Instructions for special process "All Modules"

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 > Radio > Poor reception

Communication/information > Entertainment > Radio > Malfunction

Communication/information > Entertainment > Digital radio/Satellite digital audio radio > Acquiring signal functional error

Communication/information > Entertainment > Digital radio/Satellite digital audio radio > No reception

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
		H	87100	Please refer to this document in the warranty claim