XENTRY TIPS

Navigation and/or Satellite Radio not selectable/not available

Topic number	LI82.85-N-069752
Version	2
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	05-06-2019
Validity	Model 907 with code E1E (Navigation) + E3M (MBUX multimedia system with 7-inch touchscreen) + E1S (Satellite Radio) Model 907 with code E4M (MBUX multimedia system with 10.25-inch touchscreen) + E1S (Satellite Radio)
Reason for change	Remedy reformulated
Reason for block	

Complaint:

Navigation and/or satellite radio not available in source menu and Traffic Sign Assist inoperative

Attachments	
File	Description
MBUX menu.jpg	MBUX menu

Cause:

Head unit software (component A26/17)

Remedy:

IMPORTANT: Do not replace any components!!!

1. Update control unit software to latest version.

2. Perform manual commissioning of head unit.

3. Perform teach-in process of head unit -> Adaptations / Teach-in processes / Special functions

Request a password via XSF Diagnosis Support.

Ensure the following items are included in the support ticket:

- Reference GI82.85-N-068217

- Brief description of the issue, and the need to perform special function teach in process in the complaint text

- Control unit log for A26/17

- Diagnosis support files

Requirement: Diagnosis version 07/2018 and addon 10336 must be installed.

Note: In some cases the teach-in process must be performed multiple times.

Symptoms

Communication/information / Entertainment / Radio / Individual functions are not selectable/not available in radio mode
Communication/information / Entertainment / Digital radio/Satellite digital audio radio / No reception
Communication/information / Communication / Navigation / Navigation - Function / Navigation not selectable/available

Control unit/fault code

Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system HU6 (Code: E1C, EJ9)	-	-
A26/17 - MBUX multimedia system HU6 (Code: E1C, EJ9)	B1F9997	B1F9997

Validity

Vehicle	Engine	Transmission
Sprinter 907	*	*

Attachments

MBUX menu.jpg: