

## MBUX multimedia system: Smartphone Integration (Apple CarPlay, Android Auto) not available

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|-------------------|--|
| Topic number      | LI82.85-N-069567   |
| Version           | 3  |
| Function group    | 82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)     |
| Date              | 05-08-2019   |
| Validity          | Model 907 with code E1A (MBCONNECT - 5)/ E1C (AUDIO 25)/ EJ9 (COMAND ONLINE) |
| Reason for change | Additional cause and remedy, along with adaptation of validity               |
| Reason for block  |  |

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### Complaint:

Smartphone Integration (Apple CarPlay, Android Auto) not available in MBUX multimedia system (head unit).

### Cause:

1. Software release for MBUX multimedia system (head unit).
2. Faulty system activation of MBUX multimedia system.

### Remedy:

1. Commission (software update with subsequent SCN coding) MBUX multimedia system (head unit).
2. Run teach-in process of head unit -> Adaptations / Teach-in processes / Special function

Request a password via XSF Diagnosis Support.

Ensure the following items are included in the support ticket:

- Reference GI82.85-N-069147
- 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: At least XENTRY version 05/19 and add-on 12548

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

### Symptoms

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# XENTRY TIPS

Communication/information / Entertainment / Screen/display / Some menus cannot be selected

Communication/information / Entertainment / Screen/display / Menu item is missing

## Control unit/fault code

| Control unit   | Fault code | Fault text |
|--|------------|------------|
| A26/17 - MBUX multimedia system CONNECT907 (Code: E1A) | -          | -          |
| A26/17 - MBUX multimedia system HU6 (Code: E1C, EJ9)   | -          | -          |

## Operation numbers/damage codes

| Op. no. | Operation text   | Time | Damage code | Note |
|---------|--|------|-------------|------|
| 54-1011 | PERFORM QUICK TEST   | 0.2  |             |      |
| 54-0650 | MAINTAIN ON-BOARD ELECTRICAL SYSTEM VOLTAGE (FOR TESTING AND DIAGNOSIS WORK) | 0.1  |             |      |
| 54-0990 | PROGRAM/CODE MBUX MULTIMEDIA SYSTEM CONTROL UNIT (HEAD UNIT)                 | 0.3  | 87100 90    |      |

## Validity

| Vehicle      | Engine | Transmission |
|--------------|--------|--------------|
| Sprinter 907 | *      | *            |