

## MBUX multimedia system: Navigation and/ or Satellite Radio not selectable/not available

---

Topic number	LI82.85-N-069752
Version	3
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	05-21-2019
Validity	Model 907 with code E1A (MBCONNECT - 5)/ E1C (AUDIO 25)/ EJ9 (COMAND ONLINE)
Reason for change	Title, validity & remedy changed!
Reason for block	

---

### Complaint:

Navigation 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. Perform manual commissioning of head unit
2. Perform 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-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: At least XENTRY version 05/19 and add-on 12548

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

Symptoms
----------

# XENTRY TIPS

Communication/information / Communication / Navigation / Navigation - Function / Navigation not selectable/available

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

## 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)	-	-

## Validity

Vehicle	Engine	Transmission
Sprinter 907	*	*

## Attachments

MBUX menu.jpg:

