

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

Topic number	LI82.85-N-069752
Version	4
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-05-2019
Validity	Model 907 with code E1A (MBCONNECT - 5)/ E1C (AUDIO 25)/ EJ9 (COMAND ONLINE)
Reason for change	Remedy: additional instructions added.
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

NOTE: The first three option in the drop down menu in the special functions menu must be performed in order (see attachment)

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!

Attachments	
File	Description
Special Functions Menu.jpg	Special Functions Menu with steps to perform in order

Symptoms

XENTRY TIPS

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

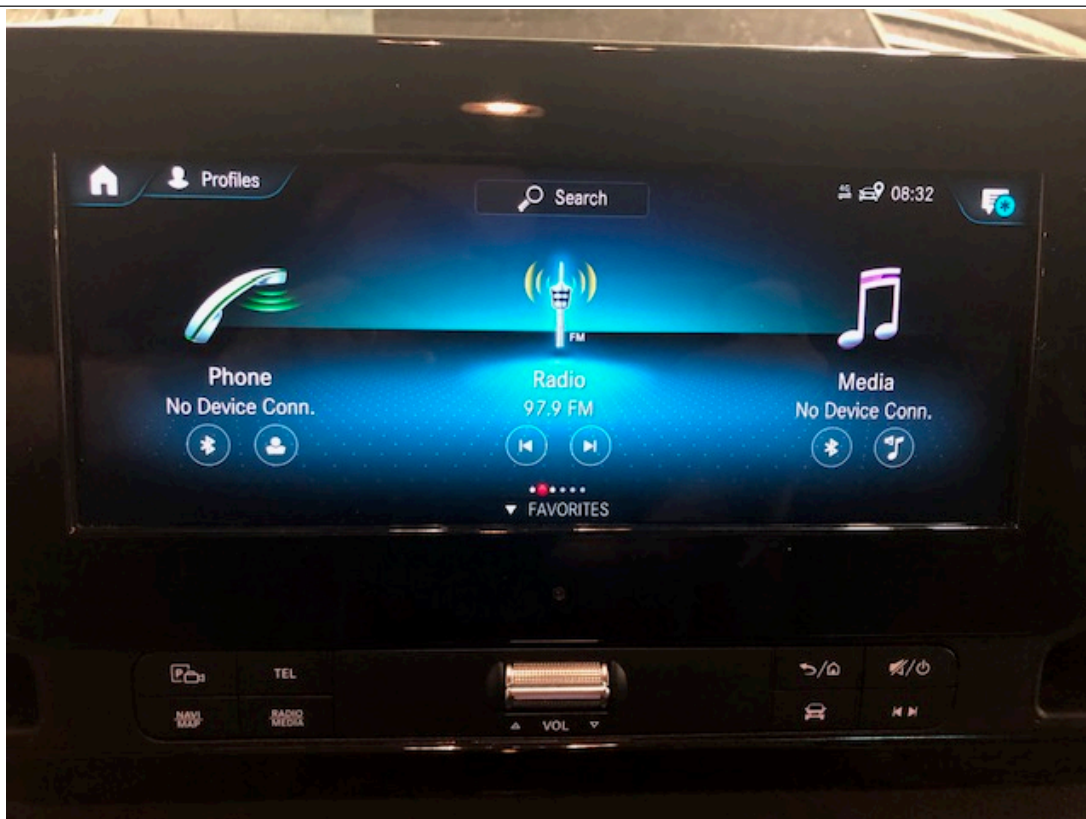
Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system CONNECT907 (Code: E1A)	-	-
A26/17 - MBUX multimedia system HU6 (Code: E1C, EJ9)	-	-

Validity

Vehicle	Engine	Transmission
Sprinter 907	*	*

Attachments

MBUX menu.jpg:



XENTRY TIPS

Special Functions Menu.
jpg:

Instruction

- Select one of the following options.

Options

Data from VeDoc: PIN for theft protection (PIN from VeDoc)
Data from VeDoc: PIN for theft protection (PIN from VeDoc)
Calculated value 'PIN for theft protection' (calculate PIN)
Data from VeDoc: Hardware ID (HW-ID from VeDoc)
Manual entry: PIN for theft protection (PIN offline)
Manual entry: Hardware ID (HW-ID offline)

Question

Activation of function 'Theft protection, subsequently activatable equipment': Do you want to start the procedure?

Step 1

Step 2

Step 3