

## MBUX multimedia system: Various problems (NTG6)

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Topic number	LI82.85-N-070395
Version	2
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	11-14-2019
Validity	Model 907 with code E1C (AUDIO 25)/ EJ9 (COMAND Online)
Reason for change	Remedy updated
Reason for block	

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### Complaint:

- MBUX multimedia system (A26/17) cannot be programmed
- Total failure
- Media menus do not start
- Bluetooth and WLAN connection problems
- Traffic Sign Assist display implausible/incorrect

### Cause:

Possible internal damage to the hard drive of the MBUX multimedia system (A26/17).

To confirm this, please read out the S.M.A.R.T. data from the MBUX multimedia system (A26/17) under 'Actual values' and check the values. (See attachment)

Note: XENTRY version 09/19 and add-on 13688 must be installed!

Attachments	
File	Description
SMART.jpg	S.M.A.R.T. data
S.M.A.R.T. data.jpg	S.M.A.R.T. data in english

### Remedy:

To assess possible internal damage to the hard drive, evaluate the following actual values:

1. ReallocatedSectorsID05
2. PendingSectorsIDC5

If one or both of these values is greater than zero, the MBUX multimedia system (A26/17) must be replaced.

Note: If replacing the MBUX multimedia system (A26/17), please refer to this LI in the "Notes" section of the warranty claim!

Symptoms
Communication/information / Entertainment / Overall system/operation / Miscellaneous
Communication/information / Entertainment / Overall system/system error / System fails to power up, display dark
Communication/information / Entertainment / Overall system/system error / System shuts down at random
Communication/information / Entertainment / Screen/display / Some menus cannot be selected

# XENTRY TIPS

Communication/information / Entertainment / Overall system/system error / System operable/Display faulty
Communication/information / Entertainment / Bluetooth audio streaming / Cyclical misfire
Communication/information / Entertainment / Bluetooth audio streaming / Sporadic misfire
Communication/information / Entertainment / Bluetooth audio streaming / Function not available
Communication/information / Entertainment / Bluetooth audio streaming / Device unavailable

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

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
82-7507	REPLACE HEAD UNIT	0.5	53306 T6	Reference LI82.85-N-070395 in warranty claim

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*

## Attachments

SMART.jpg:

The screenshot shows the XENTRY Diagnosis software interface. The main window displays the 'Istwerte' (Raw Values) section for the 'Festplatte - Rohwert' (Hard Drive - Raw Value) component. The table below shows the data:

Nr.	Name	Istwert
072	S.M.A.R.T.-Daten	ReallocatedSectorsID0:5:0
		PowerOnHoursID09:3573191
		PowerOffCounterIDC0:213
		PendingSectorsIDC5:0
		UDMACRCErrorCountIDC7:0

The values 'ReallocatedSectorsID0:5:0' and 'PendingSectorsIDC5:0' are circled in red in the original image. The interface also shows a left-hand navigation menu with various options, and the top of the window displays 'XENTRY Diagnosis', 'Sprinter 907 907.733', 'M: Alle G: Alle', and the Mercedes-Benz logo.

# XENTRY TIPS

S.M.A.R.T. data.jpg:

