MBUX multimedia system: Commissioning problem - No PIN code available in VeDoc

Topic number LI82.85-N-070616

Version 1

Function group 82.85 Navigation and Communication systems

Date 12-03-2019

Validity Model 907 with code E1A (Connect 5)

Model 907 with code E1C (Audio 25)

Model 907 with code EJ9 (COMAND Online)

Reason for change Validity Update

Work Instructions Expanded

Reason for block

Complaint:

When commissioning the MBUX multimedia system (A26/17) and requesting the PIN code in VeDoc by selecting the "Display PIN" button, the following fault message appears:

"No COMAND PIN code stored for this vehicle. It is possible that this vehicle does not require a PIN code." (see image VEDOC PIN error)

Attachments	
File	Description
VEDOC PIN error.jpg	VEDOC PIN error

Cause:

Documentation in VeDoc is incorrect.

Remedy:

- Create an XSF ticket for VEDOC data correction using the ticket selection Vehicle data > VeDoc (see image XSF ticket creation 1)

Make the following selections after populating the FIN number and selection of the brand and category

- Query type select: Question to content, process or operation
- Topic select: Vehicle data, general queries
- Sub-theme select: Missing/faulty VeDoc data

In the problem description enter:

"No COMAND PIN is saved for the vehicle in question inturupting to control unit commissioning process"

"Please correct the PIN data for COMAND"

(see image XSF creation _2)

Further instructions will then be provided in the XSF ticket when the control module can then be commissioned

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Attachments		
File	Description	
XSF ticket creation_1.jpg	XSF ticket creation_1	
XSF ticket creation_2.jpg	XSF ticket creation_2	

Symptoms

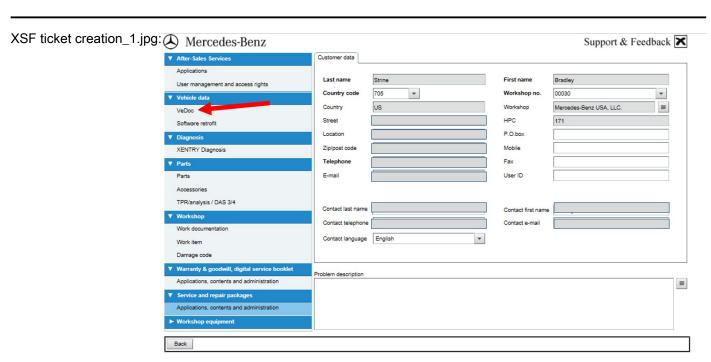
Communication/information / Entertainment / Overall system/diagnosis / Incorrectly coded

Communication/information / Entertainment / Overall system/diagnosis / Not codable

Communication/information / Entertainment / Overall system/diagnosis / Flash abort

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*

Attachments VEDOC PIN error.jpg: Identification Major assemblies Codes SAA numbers VPD data Electrical variants Technical data Certification Sales data Identification plate FO texts Control units Plant texts Theft-relevant data Bodies Orders of theft-relevant parts Navigation Equipment History This display concerns confidential data! Edit lock Model FBS4 Mechanical lock No COMAND PIN code is saved for the vehicle. The vehicle in question probably does not require a PIN code. Electronic lock ОК Show PIN Steering wheel lock Outside lock Tank lock Safe-deposit box for valuables COMAND device number HBM257K2534541 Navigation processor ▼ Technical advice



XSF ticket creation_2.jpg: Mercedes-Benz

