

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 interrupting 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

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

XENTRY TIPS

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:

The screenshot shows the XENTRY configuration interface. A modal dialog box is displayed in the center with the following text: "COMAND PIN code does not exist. No COMAND PIN code is saved for the vehicle. The vehicle in question probably does not require a PIN code." Below the dialog, the configuration screen for the vehicle (Model FBS4) is visible, showing fields for Mechanical lock, Electronic lock, Steering wheel lock, Outside lock, Tank lock, Safe-deposit box for valuables, Infotainment (COMAND device number, PIN, Device-Key), and Navigation processor. The 'Theft-relevant data' tab is selected in the top navigation bar.

XSF ticket creation_1.jpg:

The screenshot shows the Mercedes-Benz XSF ticket creation interface. On the left is a navigation menu with categories: After-Sales Services, Vehicle data (highlighted with a red arrow), Diagnosis, Parts, Workshop, Warranty & goodwill, digital service booklet, Service and repair packages, and Workshop equipment. On the right is the 'Customer data' form, which includes fields for Last name (Strine), First name (Bradley), Country code (705), Country (US), Workshop no. (00030), Workshop (Mercedes-Benz USA, LLC), HPC (171), and various contact information fields. A 'Back' button is located at the bottom left of the form area.

XENTRY TIPS

XSF ticket creation_2.jpg: Mercedes-Benz

Support & Feedback

Vehicle data | Customer data | Contact data

1

Sales designation:

Brand: Mercedes-Benz smart Maybach Setra Cooperation partners Fuso

Category: PC Truck Bus Van Unimog Engine/IMO/IAG Classic

WMC: FIN: VIN:

Enter FIN here

Vehicle data/VeDoc | FAQ (0) | Communication

4

Query type:

5

Topic:

6

Sub-theme:

Vehicles built prior to 1986 are only partially documented in the data cards. Please click on "Classic" for queries relating to vehicles built bef

To Classic

Engine/IMO/IAG no. Major assy no.

System Software version

Error message

7

Problem description

No COMAND PIN is saved for the vehicle in question interrupting the control unit commissioning process

Ticket ID:

Priority:

Status:

Ticket created on:

Keyword:

Attachments

Name Refresh

Delete Open

Save as Add

Directly exit XENTRY Portal

Print version

Create ticket Cancel