

## MBUX multimedia system: The central display turns dark, interference noise from speakers

---

Topic number	LI82.85-P-069381
Version	6
Function group	82.85 Navigation and Communication systems
Date	01-21-2020
Validity	BR177 with code 548/549 and 808/809 BR167 with code 547/548/549 BR118 with code 548/549
Reason for change	Updated remedy
Reason for block	

---

### Complaint:

The central display (A40/16) may turn dark with Mercedes-Benz welcome animation appearing. In some instances, interference noise such as humming or chattering can be heard from the speakers. After a brief period of time, the MBUX multimedia system (A26/17) will be fully operational.

Attachments	
File	Description
Chattering_noise.mp4	Chattering noise from speakers
Humming_Noise.mp4	Humming noise from speakers

### Cause:

Previous MBUX multimedia system (A26/17) software release

### Remedy:

Update MBUX multimedia system (A26/17) software to E419.5 (available from XENTRY diagnosis release 05/19) or greater.

Symptoms
Communication/information / Entertainment / Screen/display / Display dark -System running
Communication/information / Information display / Displays / Multifunction display / Function / Malfunction
Communication/information / Entertainment / Screen/display / Frozen screen -system runs

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system (Head unit) (HU6)	-	-

# XENTRY TIPS

---

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			87100 DH	Head unit restarts automatically