XENTRY TIPS

MBUX multimedia system (CONNECT907 or HU6): Smartphone integration (Apple CarPlay, Android Auto) and/or navigation not available

Topic number	LI82.85-N-069567
Version	6
Function group	82.85 Navigation and Communication systems
Date	01-21-2020
Validity	Model 907 with code E3M-E1E (MBUX 7-inch without navigation) Model 907 with code E3M+E1E (MBUX 7-inch with navigation) Model 907 with code E4M (MBUX 10-inch)
Reason for change	Title and validity updated.
Reason for block	

Complaint:

- Smartphone integration (Apple CarPlay, Android Auto) in MBUX multimedia system (head unit) not available.

- Navigation not available in source menu in MBUX multimedia system (head unit) and Traffic Sign Assist inoperative

Cause:

1. Software release for MBUX multimedia system (head unit).

2. Faulty system activation of MBUX multimedia system.

Remedy:

IMPORTANT: Do not replace any components!!!

1. Commission (software update with subsequent SCN coding) MBUX multimedia system (head unit).

If the complaint persists, continue with step 2.

2. Run teach-in process of head unit -> Adaptations / Teach-in processes / Special function (ask for password through XSF Diagnosis Support).

Ensure the following items are included in the support ticket:

- Reference GI82.85-N-069147

- Brief descripion of the complaint, 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! Under special functions (password protected function) in the Options field (see example in attachment), select the first three fields in sequence until commissioning is successfully completed. The password provided by the XSF is valid for 4 days and does not need to be requested again for each attempt!

Attachments

XENTRY TIPS

File	Description
Special Functions Menu.jpg	Commissioning example

Symptoms
Communication/information / Entertainment / Screen/display / Some menus cannot be selected
Communication/information / Entertainment / Screen/display / Menu item is missing

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)	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-1011	PERFORM QUICK TEST	0.2		
54-0650	MAINTAIN ON-BOARD ELECTRICAL SYSTEM VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)	0.1		
54-0990	PROGRAM/CODE MBUX MULTIMEDIA SYSTEM CONTROL UNIT (HEAD UNIT)	0.3	87100 90	

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*

Attachments

Special Functions Menu. jpg: