

## MBUX multimedia system (CONNECT907 or HU6): The 7" central display remains dark - the radio can still be operated

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Topic number	LI82.85-N-070618
Version	3
Function group	82.85 Navigation and Communication systems
Date	05-28-2020
Validity	Model 907 with code E3M-E1E (MBUX 7-inch without navigation) Model 907 with code E3M+E1E (MBUX 7-inch with navigation)
Reason for change	Note inserted in Complaint.
Reason for block	

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### Complaint:

1. During the journey, the audio/COMAND display (A40/8) temporarily goes dark.
2. The audio/COMAND display (A40/8) is permanently dark.
3. Vertical or horizontal stripes on the display.
4. Sporadic failure of the touchscreen function on the audio/COMAND display (A40/8).

With all complaints, the MBUX multimedia system (A26/17) can still be operated via the head unit control panel (N72/11) or the head unit button group on the multifunction steering wheel (S163/1).

-> Continue with remedy 1 or 2.

If the MBUX multimedia system (A26/17) can no longer be operated, observe the following GlS:

- Model 907/910 with code E3M-E1E (MBUX 7-inch without navigation) -> LI82.85-N-069563 - Note: Fault code B211A01 is additionally stored in the CONNECT907 control unit.
- Model 907/910 with code E3M-E1E (MBUX 7-inch with navigation) -> LI82.85-N-070619 - Note: Fault code B19C531 is additionally stored in the DISP6 control unit.

### Cause:

1. Connector coupling 1 on audio/COMAND display (A40/8) or
2. Hardware fault of audio/COMAND display (A40/8).

### Remedy:

1. Check connector coupling 1 on the audio/COMAND display (A40/8) for secure attachment and for any widened pins.
2. If the problem remains, replace the audio/COMAND display (A40/8).

Warning: Due to the recent spate of provisional replacements of the display, we'd like to use this opportunity to remind you that the following requirements have to be met before replacing a display:

- The MBUX multimedia system (A26/17) can still be operated via the head unit control panel (N72/11). (Volume, station search, change source, etc.)

# XENTRY TIPS

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- The MBUX multimedia system (A26/17) can still be operated via the head unit button group on the multifunction steering wheel (S163/1). (Volume, station search, change source, etc.)

If these requirements are not met, the replacement of component parts or invoicing of materials or wage costs via warranty or goodwill is not permitted.

Note: If replacing the audio/COMAND display (A40/8), please add a reference to this LI in the "Notes" section of the warranty claim.

<b>Symptoms</b>
Communication/information / Entertainment / Screen/display / Display dark -System running
Communication/information / Entertainment / Screen/display / Miscellaneous
Communication/information / Information display / Displays / Multifunction display / Function / Malfunction
Communication/information / Entertainment / Screen/display / Display lighting faulty

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
82-9310	REPLACE DISPLAY ON INSTRUMENT PANEL (AFTER CHECK)	0.5	8206M E9	Remedy 1 (expose display) or remedy 2 (replacement of display)
82-0703	CHECK SCREEN	0.1		Remedy 1 (check connector coupling for secure attachment and for any widened pins)
54-7943	REPAIR AUDIO/COMAND DISPLAY WIRING HARNESS	0.2	510AV 74	Remedy 1 (rework wiring harness)

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*