

MBUX multimedia system (CONNECT907): Crash/ malfunction when connected by cable via Android Auto

Topic number	LI82.85-N-070617
Version	4
Function group	82.85 Navigation and Communication systems
Date	07-23-2020
Validity	Model 907 with code E3M-E1E (MBUX 7-inch without navigation)
Reason for change	Remedy updated!
Reason for block	

Complaint:

If the smartphone (Android operating system) is connected to the vehicle via a cable, the following problems may occur:

- The Audio/COMAND display (A40/8) turns dark.
- The Audio/COMAND display (A40/8) can no longer be operated - no touchscreen function.
- The MBUX multimedia system (A26/17) re-starts.

Cause:

MBUX multimedia system software (A26/17).

Note: Replacement of component parts or invoicing of materials or wage costs via warranty or goodwill is not permitted.

Remedy:

Perform software update of MBUX multimedia system (A26/17).

Note: Please refer to this LI in the "Notes" section of the warranty claim.

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Individual functions are not selectable/not available in telephone mode
Communication/information / Communication / Mobile phone / Telephone / Telephone/cell phone is not detected
Communication/information / Entertainment / Overall system/system error / System shuts down at random
Communication/information / Communication / Mobile phone / Telephone / Function error

Operation numbers/damage codes

XENTRY TIPS

Op. no.	Operation text	Time	Damage code	Note
54-0650	ON-BOARD POWER SUPPLY VOLTAGE MAINTAIN (WHEN CHECKING/TESTING AND TROUBLESHOOTING)	0.1		
54-1011	PERFORM QUICK TEST	0.2		
54-0990	PROGRAM CODE MBUX HEAD UNIT CONTROL UNIT (AFTER QUICKTEST)	0.3	87100 90	Please note this LI document when submitting warranty claim

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*