


MBUX multimedia system, rear passenger compartment: Displays in rear passenger compartment do not start

Topic number	LI82.85-P-076866
Version	1
Function group	82.85 - Navigation and Communication systems
Date	8/31/23
Validity	Model series 223, model series 297, model series 296 with code 854-MBUX high-end rear seat entertainment system
Reason for change	Long-term remedy measure implemented

Complaint

On vehicles with a low mileage, it may be the case that the displays in the rear passenger compartment do not start up. The Samsung tablet also remains stuck on the disclaimer.

The Rear Seat Entertainment Package is nonfunctional and cannot be started or operated.

Attachments	
File	Description
Displays bleiben schwarz.jpg	
	

Cause

Transport mode was unable to be completely deactivated. The rear seat unit is still in transport mode.

Remedy

Perform activation and subsequently deactivate the transport mode. Update the A26/17 - MBUX multimedia system (Head unit) to current software release.

XENTRY TIPS

Symptoms

Communication/information > Entertainment > Overall system/system error > System fails to power up, display dark

Communication/information > Entertainment > Audio/COMAND controller > Malfunction

Communication/information > Entertainment > Rear entertainment > Screen/display > Miscellaneous

Communication/information > Entertainment > Rear entertainment > Control > Rear entertainment system completely nonfunctional

Communication/information > Entertainment > Rear entertainment > Video TV/DVD > No image

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			820DY	Rear Seat Entertainment Package control unit