MBUX multimedia system: Navigation cannot be activated, central display black, MBUX delayed operation

Topic number	LI82.85-P-070544
Version	6
Function group	82.85 Navigation and Communication systems
Date	10-26-2020
Validity	Model series 118, 167, 177, 247, and 253 with code 548/549
Reason for change	Remedy updated
Reason for block	

Complaint:

The customer may note the following complaints:

- The central display may be black with no welcome animation shown and may remain black through the entire drive cycle, no audio will be present. The instrument cluster display will remain operational.

- The navigation menu of the MBUX multimedia system (A26/17) cannot be activated. The message "activating" is shown permanently.

- MBUX start-up and operation may be severely delayed and may not respond quickly to user input

- The hardware and software object numbers may not be present in the MBUX multimedia system (A26/17) control unit log or initial quick test

Attachments	
File	Description
HDD missing software object numbers.jpg	MBUX multimedia system (A26/17) missing software object numbers

Cause:

MBUX multimedia system (A26/17) HDD damage.

Remedy:

Connect the vehicle to XENTRY diagnosis and check the status of the hard drive using the MBUX multimedia system (A26/17) control unit log. The values "ReallocatedSectorsID05" and "PendingSectorsIDC5" can be found under "Memory" (USB storage device/Hard disk) (see Attachment). Both of these values must be less than 5. If one of the values is greater than or equal to 5 (i.e. PendingSectorsIDC5:8), the MBUX multimedia system (A26/17) HDD is irreparably damaged and must be replaced. See related document LI82.85-P-071394 for more information.

NOTE: If a control unit update or initial start-up is attempted on the MBUX multimedia system (A26/17) XENTRY diagnosis will automatically check the status of the hard drive. If the hard drive is determined to have too many damaged sectors XENTRY diagnosis will recommend a replacement of the control unit (see LI82.85-P-071394).

Attachments

File	Description
HDD smart_data edited.jpg	HDD smart data screenshot

Symptoms

Communication/information / Communication / Navigation / Navigation - Function / Driving directions incorrect/navigation system imprecise
Communication/information / Entertainment / Overall system/system error / System fails to power up, display dark
Communication/information / Entertainment / Overall system/diagnosis / Flash abort

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			53306 T6	

Attachments

HDD smart_data edited.jpg:

HDD missing software object numbers.jpg: