

MBUX multimedia system: DTC B19C804 stored after software update

Topic number	LI82.85-P-068986
Version	2
Function group	82.85 - Navigation and Communication systems
Date	12/6/24
Validity	Model series 118, 177, 167, 247, 253 with code 547/548/549
Reason for change	Software available

Complaint

After a software update, the MBUX multimedia system (A26/17) may incorrectly display the fault code B19C804 "Software tampering has been detected. There is an internal fault".
Note: If there are no relevant customer complaints, then the DTC can be ignored as it does not directly affect functionality. If there is a customer complaint in addition to the above DTC, further diagnostic measures must be performed.

Cause

The current software release of the MBUX multimedia system (A26/17)

Remedy

Update the A26/17 to newest available software release.
Note: Do not replace any parts.

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Communication/information > Entertainment > Overall system/operation > Miscellaneous
Communication/information > Entertainment > Overall system/system error > System operable/Display faulty
Control unit/fault code

Control unit	Fault text
A26/17 - MBUX multimedia system (Head unit) (HU6)	B19C804 - Software tampering was detected. There is an internal fault.
A26/17 - MBUX multimedia system (Head unit) (HU6)	B19C804 - Software tampering was detected. There is an internal fault.
A26/17 - MBUX multimedia system (Head unit) (HU6)	B19C804 - Software tampering was detected. There is an internal fault.
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Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note