X6000 常见故障维修指南

Repair Guide of Common Faults of X6000

4.7 多媒体系统

4.7 MMI system

4.7.1   安装/拆解

4.7.1 Installation / disassembly

屏幕固定点为卡扣式，数量为 6 个（下图红圈标注位置）

The screen fixing points are snap-on, and the quantity is 6 (the marked positions with red circles in the following picture)
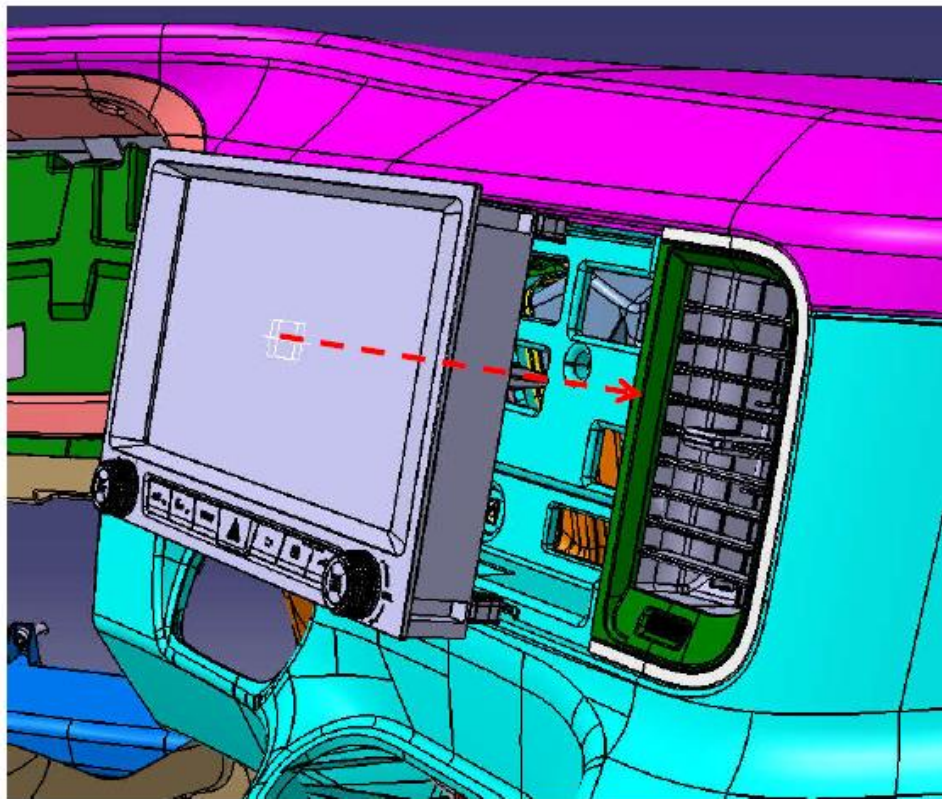

对应仪表台安装如下图

Installation of the corresponding dashboard is shown in the following figure

多媒体安装方向

MMI installation direction

4.7.1   常见故障快速排查方法一

4.7.1 Quick Troubleshooting of Common Faults

1）故障现象：触摸无反应

1) Fault phenomenon: no response for touch

2）工具准备：

2) Tools:

3）原因分析及排查方法

3) Cause analysis and troubleshooting

序号 S/N	症状 Symptoms	原因分析 Cause analysis	排查方法 Troubleshooting method
1	触摸屏局部/整体无触摸功能 The touch screen has no touch function for local / the whole screen	保护膜内可能存在气泡、异物、静电现象 There may be bubbles, foreign matters, and static electricity inside the protective film.	1、检查屏幕保护膜内是否有气泡、异物，将保护膜去掉后重新上电； 1. Check bubbles or foreign objects inside the screen protective film, remove the film and power on again; 2、若上述方法无法已排除，则设备损坏，需更换。 2. If the faults cannot be eliminated with the above methods, the equipment is damaged and needs to be replaced.

4.7.2   常见故障快速排查方法二

4.7.2 Quick Troubleshooting of Common Faults II

1）故障现象：360 画面模糊、虚拟按键不可用

1) Fault phenomenon: 360 screen is blurry and virtual keys are unavailable

2）工具准备：万用表

2) Tools: multimeter

3）原因分析及排查方法

3) Cause analysis and troubleshooting

序号 S/N	症状 Symptoms	原因分析 Cause analysis	排查方法 Troubleshooting method
1	360 环视应用左侧虚拟按键不可用 The LH virtual keys of the 360 around view app are not available	多媒体未识别到 360 环境监控配置 The multimedia does not recognize the 360 EVM configuration	在仪表上重新请求整车"配置字"信息，如重新请求后虚拟按键依旧无法使用，需确认整车配置字信息 Re-request the vehicle's "configuration bits" information on the IC. If the virtual keys are disabled after re-requesting, confirm the vehicle's configuration bits information.
2	画面模糊 Blurred picture	环境控制器视频输出问题 Video output of the environmental control unit is fault	1、检查多媒体其他应用界面画面是否正常，如仅在360 环视画面模糊，抖动（红框内画面不清晰，红框外正常），需检查环境控制器是视频输出； 1. Check for normal image of other app interfaces of MMI. For example, if only the 360 around view image is blurred and floating (the picture inside the red frame is unclear, but normal outside the red frame), check the environment control unit and video output; 2、如所有界面画面异常，则设备损坏，需更换 2. If pictures of all interfaces are abnormal, replace the damaged device.

4.7.3　常见故障快速排查方法三

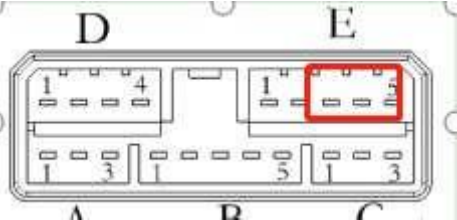4.7.3 Quick Troubleshooting of Common Faults III

1）故障现象：黑屏、重启

1) Fault phenomenon: black screen, reboot

2）工具准备：螺丝刀、万用表

2) Tool preparation: screwdriver, multimeter

3）原因分析及排查方法

3) Cause analysis and troubleshooting

序号 S/N	症状 Symptoms	原因分析 Cause analysis	排查方法 Troubleshooting method
1	黑屏、重启 blank screen, reboot	供电问题 Power supply issues	1、检查 E4、E5 常电针脚、E1 ACC 电源针脚供电是否正常，正常电压在 24V 左右，电压低于 19V 或者高于 32V，显示屏不能正常工作，需检查整车供电输入。 1. Check for normal power supply of E4, E5 normal voltage pins and E1 ACC power pins. As the normal voltage is around 24 V, if the voltage is lower than 19 V or higher than 32 V, the display cannot work normally. It is necessary to check the power supply input of the vehicle. 2、如供电正常，则设备损坏，需更换 2. If the power supply is normal, replace the damaged equipment.

4.7.4   常见故障快速排查方法四

4.7.4 Quick Troubleshooting of Common Faults IV

2）故障现象：空调自动关闭

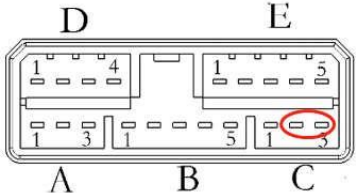2) Fault phenomenon: the A/C automatically shuts down

2）工具准备：诊断仪、万用表

2) Tool preparation: diagnostic unit, multimeter

3）原因分析及排查方法

3) Cause analysis and troubleshooting

序号 S/N	症状 Symptoms	原因分析 Cause analysis	排查方法 Troubleshooting method
1	空调无响应 Irresponsive A/C	总线异常 Abnormal bus	1、打开点火开关到 ON 档位置，打开空调提示空调无法打开、提示"请把钥匙置为 ON 档，为 CAN 通讯问题。 1. Turn on the ignition switch to the ON position. Turn on A/C and it prompts a fault in the A/C, indicating "Please put the key in the ON position. It is a CAN communication problem." 2、检查 CAN 总线，通讯 C2 为CANH,C3 为CANL，正常CANH 和CANL 对地电压为2.5V 左右，如电压正常，进入车辆医生-->车辆信息，车辆点火后查看转速是否和仪表一致，如一致，则多媒体 CAN 总线接收数据正常，进入辅助触控应用--> 车窗，如能正常控制车门和车窗，则多媒体能够征

			程发送数据，需要整车 CAN 通讯
			2. Check the CAN bus, as the communication C2 is CANH, C3 is CANL, and the normal ground voltage of CANH and CANL is about 2.5 V. If the voltage is normal, visit Vehicle Doctor -> Vehicle Information, and check whether the engine speed is consistent with the IC after the vehicle is ignited. If they are consistent, the multimedia CAN bus is receiving data normally. Enter Auxiliary Touch Application -> Windows. If the doors and windows can be controlled normally, the multimedia can send data over the journey, and vehicle CAN communication is required.