

MBUX multimedia system: High-frequency interference noise from speakers

Topic number	LI82.85-P-069851
Version	2
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-20-2019
Validity	Model series167 with code 547/548/549+810
Reason for change	Remedy adjusted
Reason for block	

Complaint:

High-frequency interference noise may be heard from the speakers while driving. This complaint only occurs when "voice amplification" is active.

Cause:

Coupling noise of microphone signal in voice amplification.

Remedy:

Intermediate remedy:

The interference noise can be remedied by deactivating voice amplification: "Home" -> "Settings" -> "System" -> "Audio" and de-select "Voice amplification to rear" to switch off the function (see attachment).

Note: To activate or deactivate the function, the ignition must be switched on, seat belts (at rear and front) must be fitted and the doors, windows and roof must be closed.

Permanent solution:

Perform software update of MBUX multimedia system (A26/17) to E419.5 (available from 06/19) or greater.

Attachments	
File	Description
voice amplification to rear.jpg	Voice amplification menu

Symptoms
Communication/information / Entertainment / Audio/Sound / Speakers emit interference noise

Operation numbers/damage codes

XENTRY TIPS

Op. no.	Operation text	Time	Damage code	Note
			8210P EM	

Attachments

voice amplification to rear.jpg:

