

MBUX multimedia system: Incomplete playback of navigation announcements (NTG6)

Topic number	LI82.85-N-070599
Version	1
Function group	82.85 Navigation and Communication systems
Date	12-02-2019
Validity	Model 907 with code E3D (DSP box preinstallation) Model 907 with code E1C (Audio 25) Model 907 with code EJ9 (Comand Online)
Reason for change	
Reason for block	

Complaint:

During active route guidance with the MBUX multimedia system (A26/17), the start of the navigation announcement is "swallowed" and is therefore incomplete.

Cause:

As a result of the 3rd party upfitter installing a DSP (Digital Signal Processor or amplifier) box, there is a delay in the playback of the audio signal of the MBUX multimedia system (A26/17) via the speaker system of the 3rd party upfitter.

Remedy:

For test purposes, a speaker can be connected directly to the speaker output of the MBUX multimedia system (A26/17).

If the announcement is then played back correctly and in full, a malfunction in the MBUX multimedia system (A26/17) can be ruled out.

Note: If the problem was caused by a DSP box of the 3rd party upfitter, then any replacement of components or the invoicing of material or wage costs under warranty or goodwill is not permissible.

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / There is no navigation announcement
Communication/information / Communication / Navigation / Navigation - Function / Navigation announcement cannot be understood
Communication/information / Communication / Navigation / Navigation - Function / Navigation instructions too loud/too quiet

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system HU6 (Code: E1C, EJ9)	-	-

XENTRY TIPS

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*