

NTG5.5: High-frequency noise emitted from center speaker after door is opened

Topic number	LI82.85-P-069555
Version	4
Function group	82.85 Navigation and Communication systems
Date	12-23-2019
Validity	Model 213 with code 531 and code 807. Model 238 with code 531 and code 807 or code 808, without code 058.
Reason for change	Remedy adjusted
Reason for block	

Complaint:

When the door is opened, a high-frequency whistling noise may be heard for approximately 5 seconds from the center speaker (see video in attachment).

Attachments	
File	Description
Noise from speakers.MOV	Noise from speakers

Cause:

Previous COMAND Online (A26/17) software release may not be compatible with older hardware.

Remedy:

Update COMAND Online control unit (A26/17) software to E480.0 or newer using XENTRY Diagnosis

If the updated control unit software is not found via Xentry Diagnosis machine, open an Xentry Diagnostics XSF ticket with the subject "No flashware or incorrect flashware determined". The User Help Desk can then check the documentation for this vehicle.

NOTE: Please ensure your XENTRY Diagnostics machine software is up-to-date with all available Add-Ons installed prior to opening an XSF ticket.

Symptoms
Communication/information / Entertainment / Audio/Sound / Tone setting malfunction
Communication/information / Entertainment / Audio/Sound / Volume adjustment function error
Communication/information / Entertainment / Audio/Sound / Speakers emit no sound
Communication/information / Entertainment / Audio/Sound / Misfire
Communication/information / Communication / Voice output / Malfunction

XENTRY TIPS

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - Audio or COMAND (Head unit) (HU55)	-	-