

MBUX multimedia system (HU6): Center speaker is predominantly louder

Topic number	LI82.85-N-071147
Version	1
Function group	82.85 Navigation and Communication systems
Date	03-19-2020
Validity	Model 907 with code E3M+E1E (MBUX 7-inch with navigation) Model 907 with code E4M (MBUX 10-inch)
Reason for change	Damage codes added, market validity extended
Reason for block	

Complaint:

The customer complains that the volume of the center speaker is predominantly louder than the other speakers

The volume cannot be adjusted/adapted.

Cause:

Audio parameters for MBUX multimedia system (A26/17).

Remedy:

Perform control unit coding for MBUX multimedia system (A26/17).

Possible fault code entry after coding:

"B1F9712 - The wake-up line has a malfunction. It has a short circuit to positive."

As long as there is no functional impairment involved, this fault can be ignored.

Note:

- Please refer to this LI in the "Notes" section of the warranty claim.
- Replacing component parts is not permissible for this complaint.

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 interference noise
Communication/information / Entertainment / Audio/Sound / Poor audio quality

XENTRY TIPS

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-0992	CODE CONTROL UNIT MBUX MULTIMEDIA SYSTEM (A26/17) (AFTER QUICKTEST)	0.1	87100 F1	Head unit - Variant coding faulty
54-0650	ON BOARD POWER SUPPLY VOLTAGE MAINTAIN (WHEN CHECKING/TESTING AND TROUBLESHOOTING)	0.1		
54-1011	PERFORM QUICKTEST	0.2		

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*