

NTG5.5 Audio 20: Static noise heard after opening the door

Topic number	LI82.85-P-070565
Version	2
Function group	82.85 Navigation and Communication systems
Date	05-19-2020
Validity	Model series 205 with code 506
Reason for change	Remedy updated
Reason for block	

Complaint:

After the door is opened, a static background noise may heard from the speakers for approximately 5 seconds (see attached video)

Attachments	
File	Description
NTG55 Audio 20 noise.mp4	Audio 20 noise after opening the door

Cause:

Previous Audio 20 (A26/17) software release

Remedy:

Update Audio 20 (A26/17) control unit software to E481.0

If the updated Audio 20 software is not found by Xentry Diagnosis please ensure the machine being used has the most recent XENTRY Diagnosis software and all available add-ons installed. If the software is still not found then open an Xentry Diagnosis XSF ticket with the subject "No flashware or incorrect flashware determined".

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