

Audible fan noise from area of center console

Topic number	LI82.85-P-070744
Version	4
Function group	82.85 Navigation and Communication systems
Date	07-08-2020
Validity	Model series 253 with code 548/549
Reason for change	Remedy edited
Reason for block	

Complaint:

During a drive cycle audible fan noise may be heard coming from the area of the center console.

Cause:

The MBUX multimedia system (A26/17) fan may switch to maximum speed in response to increased cooling demand on the control unit.

Remedy:

Updated MBUX multimedia system (A26/17) software is now available (Fresh-up 3, E8xx.x) via XENTRY Diagnosis. This software will optimize the fan's speed depending on the cooling demand on the control unit.

Note: In some instances the head unit internal fan may still be audible after the software update is performed (i.e. during an extended drive cycle at high ambient temperatures), this is normal operation in response to excessive cooling demand. Do not replace any parts.

Symptoms
Communication/information / Entertainment / Overall system/operation / Miscellaneous
Body / Air conditioning / Heater / Noise
Body / Air conditioning / Air conditioning / Noise