

MBUX multimedia system: Speech Dialog System (SDS, "Hey Mercedes") voice output not present and general SDS system complaints

Topic number	LI82.85-P-073229
Version	1
Function group	82.85 - Navigation and Communication systems
Date	7/6/21
Validity	Model series 118, 167, 177, 213, 238, 247, 253, 257, and 290 with code 548/549 and 355
Reason for change	Validity updated

Complaint

The following complaints may be noted by the customer:

- Intermittently there is no voice output from the Spoken Dialog System (SDS, "Hey Mercedes"). The system will process the command properly but no audible output is present.
- The SDS does not respond to "Hey Mercedes" keyword or the SDS button located on the steering wheel

Note: This topic refers specifically to instances where the above complaints are only present after a HDD replacement was performed per LI82.85-P-071394 or a software update of the MBUX multimedia system (A26/17) was performed.

Cause

Current software release of MBUX multimedia system (A26/17).

Remedy

Check voice assistant settings ("settings" -> "system" -> "voice assistant")) and ensure "Voice Activation 'Hey Mercedes'" is toggled ON.

If the voice assistant settings are correct then perform the following:

- If necessary create a system backup so that the customer's settings can be restored afterwards ("Settings" -> "System" -> "System Backup")
- Perform a user data reset ("Settings" -> "System" -> "Reset")
- Check SDS functionality, if the complaint persists then proceed with the next step
- Perform an initial start-up of the MBUX HDD ("MBUX multimedia system" -> "Adaptations" -> "Teach in processes" -> "Initial start-up of component Hard Disk Head Unit") without replacing the HDD hardware
- Check SDS functionality, if the complaint persists then proceed with the next step
- Perform another user data reset ("Settings" -> "System" -> "Reset")

Symptoms

XENTRY TIPS

Communication/information > Communication > Voice control system VCS > Voice output faulty
Communication/information > Communication > Navigation > Navigation - Function > There is no navigation announcement

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		87100 **		