

MB audio system - various complaints

Topic number	LI82.60-N-071781
Version	3
Function group	82.60 - Radio, audio, video systems
Date	12/14/21
Validity	Model 907 with code E1O (MB audio system)
Reason for change	update complaint

Complaint

- Total failure/cannot be switched on/off/restarts
- Volume adjustment inoperative/faulty
- Various buttons inoperative/faulty
- Button lighting flickers/flashes
- Bluetooth inoperative/faulty
- USB flash drive is not detected
- Instrument cluster "goes crazy" (pointers move & various fault messages while driving)

Note: Upfitted or fleets vehicle can have PSM programs that mute radio at lower speeds or in certain gears.

Please function test for radio operation at various speeds (above 35mph) and in different gear positions before determining radio failure.

Cause

Radio hardware fault.

Remedy

Replace radio.

Note: Please refer to this LI in the "Notes" section of the warranty claim!

Symptoms
Communication/information > Entertainment > Radio > Does not store selected station
Communication/information > Entertainment > Radio > Cuts out intermittently
Communication/information > Entertainment > Radio > Malfunction
Communication/information > Entertainment > Radio > No audio
Communication/information > Entertainment > Radio > Device unavailable
Communication/information > Entertainment > Radio > Turns on without obvious cause
Communication/information > Entertainment > Radio > Goes off without obvious cause
Communication/information > Information display > Displays > Tachometer > Malfunction

XENTRY TIPS

Communication/information > Information display > Displays > Multifunction display > Multifunction display, error messages > Implausible messages despite properly functioning message systems

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			820F9E8	Function of head unit tone setting