

## Model Series 295 and 297 with code 810: No audio from any source

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Topic number	LI82.62-P-075233
Version	3
Function group	82.62 - Loudspeakers, amplifiers, antennas
Date	9/30/22
Validity	Model series 295 and 297 with code 810
Reason for change	Validity changed

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### Complaint

No sound from any speakers, regardless of audio source.

### Cause

Incompatible software module (A2979033902) installed on Sound Amp (N40/3).

### Remedy

Perform a software update of the Sound Amp (N40/3) to flash the correct software module (A2979031001)

Note for model series 295 only: If the necessary software is not found through XENTRY Diagnosis then open a Diagnosis XSF ticket to request an FSF

Symptoms
Communication/information > Entertainment > Audio/Sound > Speakers emit no sound
Communication/information > Entertainment > Audio/Sound > Speakers emit interference noise
Communication/information > Entertainment > Audio/Sound > Poor audio quality
Communication/information > Entertainment > Audio/Sound > Several speakers are nonfunctional

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8255752	