

## NTG6 MBUX multimedia system: High-frequency interference noise from speakers or rattle sound from instrument panel area or interference noise from speakers while driving over bumps or uneven road surfaces

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Topic number	LI82.85-P-069851
Version	3
Function group	82.85 - Navigation and Communication systems
Date	5/1/24
Validity	Model series167 with code 547/548/549+810
Reason for change	Extended title and solution

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### Complaint

High-frequency interference noise may be heard from the speakers while driving. This complaint only occurs when "voice amplification" is active.

### Cause

Coupling noise of microphone signal in voice amplification.

### Remedy

Intermediate remedy:

The interference noise can be remedied by deactivating voice amplification: "Home" -> "Settings" -> "System" -> "Audio" and de-select "Voice amplification to rear" to switch off the function (see attachment).

Note: To activate or deactivate the function, the ignition must be switched on, seat belts (at rear and front) must be fitted and the doors, windows and roof must be closed.

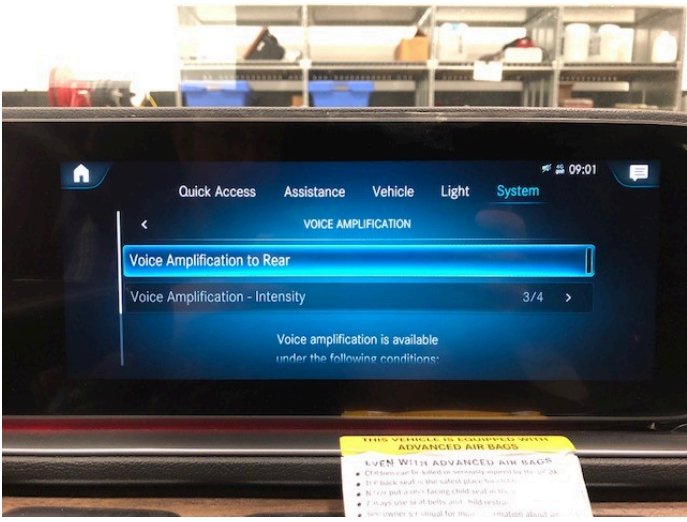
Permanent solution:

Perform software update of MBUX multimedia system (A26/17) to E419.5 (available from 06/19) or greater. Deactivate the 'voice amplification' feature. Inform customer of function and effects of additional sounds caused by driving over bumps or uneven road surfaces.

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of ve-

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icles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Attachments	
File	Description
<a href="#">voice amplification to rear.jpg</a> 	Voice amplification menu

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

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8210PEM	