

MBUX multimedia system Gen20x.i2 without premium sound system - bass is difficult to hear

Topic number	LI82.60-P-079138
Version	1
Function group	82.60 - Radio, audio, video systems
Date	5/1/25
Validity	Vehicles with MBUX multimedia system Gen20x.i2 without premium sound system (code 810 or 811)
Reason for change	

Complaint

In vehicles with the MBUX multimedia system Gen20x.i2 without premium sound system and external amplifier, the sound does not meet the customer's expectations. Changing the sound settings, for example for the bass, does not provide the desired effect.

Cause

Sound parameter software in the A26/17 - MBUX multimedia system + Instrument cluster (Head unit) control unit

Remedy

For vehicles with standard sound and Midline sound system (code 853), new sound parameters are available.

V/X 254: A 254 903 94 03

C 254: A 254 903 97 03

V/W 206: A 206 903 20 04

S 206: A 206 903 21 04

A/C 236: A 236 903 86 01

V/W 214: A 214 903 19 03

S 214: A 214 903 20 03

To update the sound parameters, please perform an update to the software for the A26/17 - MBUX multimedia system + Instrument cluster (Head unit) control unit.

Disclaimer

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

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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 vehicles, 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.

Symptoms
Communication/information > Entertainment > Audio/Sound > Volume adjustment function error
Communication/information > Entertainment > Audio/Sound > Poor audio quality
Communication/information > Entertainment > Radio > Bad sound quality

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			820F9E8	Please refer to this document in the warranty claim