

All model series with MBUX NTG7 and code
810 or 811 - audio output is unavailable

Topic number	LI82.62-P-077311
Version	2
Function group	82.62 - Loudspeakers, amplifiers, antennas
Date	9/4/25
Validity	All model series with MBUX NTG7 and sound package equipment code 810 or 811
Reason for change	remedy updated

Complaint

No audio is output either in radio mode, or with media playback via app, Bluetooth or USB.
In such cases, "Playback not active" is shown in the display.

Cause

Mute line between communication module N112/2 and sound control unit N40/3.

Remedy

Check the mute cable between control units N112/2 (communication module) and N40/3 (sound system).

- Inspect the cable and plug contacts for damage or deformation.
- Repair or replace the cable as needed.

Important:

If any plug contact is found to be deformed, you must also inspect the corresponding connector on the control unit to ensure it is not compromised.

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 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 > Speakers emit no sound
Communication/information > Entertainment > Radio > No audio
Communication/information > Entertainment > Audio/Sound > Misfire

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			82557	Please refer to this TIPS document during invoicing