MBUX multimedia system: The Voice Control System does not recognize voice commands; message "Voice data are loading" is displayed

Topic number	LI82.85-P-069469
Version	3
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	04-12-2019
Validity	Model series 177 with MBUX code 548/549 and code 808/809 Model series 167 with MBUX code 547/548/549 and code 365
Reason for change	Validity adjusted
Reason for block	

Complaint:

The Voice Control System may not recognize voice commands periodically.

The message "Voice data are loading" is temporarily shown on the central display (A40/16). A voice command cannot be entered via "Hey Mercedes" nor via the voice control button. The complaint may only occur after 2 to 3 successful voice inputs.

Cause:

Corrupt data may be present on the customer's USB flash drive.

Remedy:

Perform a system backup in order to save the customer settings of the MBUX multimedia system (A26/17) for a subsequent recovery.

Please remove the customer's USB flash drive and perform a system reset via the MBUX (A26/17) menu. If the complaint is no longer present after this, then corrupt data may be present on the customer's USB flash drive.

Information for the customer: In this case, the USB flash drive should be reformatted and the desired music files installed in packets in order to see which file is causing the complaint. Please only save music files onto the USB flash drive.

A new MBUX (A26/17) software update is expected to be available Q3 2019 that will prevent corrupt USB flash drive data from prompting this issue.

Symptoms
Communication/information / Communication / Voice control system VCS / Input is repeated incorrectly or not at all
Communication/information / Communication / Voice control system VCS / Malfunction

Communication/information / Communication / Voice control system VCS / Voice output faulty
Communication/information / Communication / Voice output / Malfunction

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8210P R3	