

NTG5.5: High-frequency noise emitted from center speaker after door is opened

Topic number	LI82.85-P-069555
Version	2
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	05-20-2019
Validity	Model 213 with code 531 and code 807. Model 238 with code 531 and code 807 or code 808, without code 058.
Reason for change	Cause and remedy adjustment
Reason for block	

Complaint:

When the door is opened, intermittently a high-frequency whistling noise is heard for approximately 5 seconds from the center speaker (see video in attachment).

Attachments	
File	Description
Noise from speakers.MOV	Noise from speakers

Cause:

Latest COMAND software release may not be compatible with older hardware.

Remedy:

Update COMAND control unit software (E480) scheduled for Regio DVD 09/2019.

For critical cases or follow-up repairs, please open a PTSS case and include the following information:

- COMAND (A26/17) control unit log
- Current quick test
- Video of the complaint

Symptoms
Communication/information / Entertainment / Audio/Sound / Tone setting malfunction
Communication/information / Entertainment / Audio/Sound / Volume adjustment function error
Communication/information / Entertainment / Audio/Sound / Speakers emit no sound

XENTRY TIPS

Communication/information / Entertainment / Audio/Sound / Misfire

Communication/information / Communication / Voice output / Malfunction
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Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - Audio or COMAND (Head unit) (HU55)	-	-