

XENTRY TIPS

MBUX multimedia system: Linguatronic does not operate correctly, the other party hears an echo of themselves when telephoning, Infotainment outputs are only audible from one speaker (NTG6)

Topic number	LI82.85-N-070458
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	11-14-2019
Validity	Model 907 with code E1C (Audio 25) Model 907 with code EJ9 (COMAND Online)
Reason for change	Validity updated!
Reason for block	

Complaint:

1. Operation of the Linguatronic system is extremely limited. The system has difficulty recognizing voice commands and reacts with choppy dialog.
2. The other party hears an echo of themselves when using telephone.
3. The Infotainment voice outputs of the MBUX multimedia system (A26/17) can only be heard from one speaker. Both navigation announcements and phone calls or voice control commands are affected.

Cause:

Software release of MBUX multimedia system (A26/17).

Remedy:

Perform software update of MBUX multimedia system (A26/17).

Use XENTRY version 12/18 or higher.

Symptoms
Communication/information / Communication / Voice control system VCS / Input is repeated incorrectly or not at all
Communication/information / Communication / Voice control system VCS / Input is repeated without obvious cause
Communication/information / Communication / Voice control system VCS / Malfunction
Communication/information / Entertainment / Audio/Sound / Tone setting malfunction
Communication/information / Entertainment / Audio/Sound / Several speakers are nonfunctional
Communication/information / Communication / Mobile phone / Telephone / Poor understanding
Communication/information / Communication / Voice control system VCS / Voice output faulty
Communication/information / Communication / Voice output / Malfunction

XENTRY TIPS

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system HU6 (Code: E1C, EJ9)	-	-

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*