

MBUX multimedia system: Hands-free system - volume too low (Connect 5)

Topic number	LI82.85-N-070598
Version	1
Function group	82.85 Navigation and Communication systems
Date	12-02-2019
Validity	Model 907 with code E1A (MBCONNECT - 5)
Reason for change	Remedy updated
Reason for block	

Complaint:

The driver does not understand the person he/she is speaking to because the volume of the hands-free system is too low.

Volume in the Sources menu of the MBUX multimedia system control unit (A26/17) is already set to maximum.

The complaint becomes increasingly apparent during the journey.

Note: Not a Bluetooth connection or reception issue.

Cause:

The cause is under analysis

Note: Replacement of component parts or invoicing of materials or wage costs via warranty or goodwill is not permitted.

Remedy:

Please create a PTSS case so that the complaint rate can be evaluated more effectively for this issue.

Please include the following information when opening the case:

- Initial quick test log
- Control unit log for MBUX head unit A26/17

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Other party cannot be heard
Communication/information / Communication / Mobile phone / Telephone / Person on other end can be poorly/hardly heard

Control unit/fault code

XENTRY TIPS

Control unit	Fault code	Fault text
A26/17 - MBUX multimedia system CONNECT907 (Code: E1A)	-	-

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*