MBUX multimedia system (CONNECT907)
: Hands-free system - volume too low

Topic number	LI82.85-N-070598
Version	3
Function group	82.85 Navigation and Communication systems
Date	05-29-2020
Validity	Model 907 with code E3M-E1E (MBUX 7-inch without navigation)
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 problem becomes increasingly apparent during the journey.

Note: Not a Bluetooth connection or reception issue.

Cause:
MBUX multimedia system software (A26/17).

With the introduction of new software, it is possible to adjust the reception and transmission volume by +6dB.

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

Remedy:
Software update for MBUX multimedia system (A26/17).

Important information: Due to the current international situation, the release date of the new software is delayed.

New software expected to be available in Q3/2020.

As soon as the software is available in the field, this LI will be updated.

Note: Please refer to this LI in the "Notes" section of the warranty claim!

Attachments

File	Description
Volume.jpg	Volume

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

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*

Attachments

Volume.jpg: