

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

Topic number	LI82.85-N-070598
Version	4
Function group	82.85 Navigation and Communication systems
Date	07-23-2020
Validity	Model 907 with code E3M-E1E (MBUX 7-inch without navigation)
Reason for change	Cause & 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).

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

Remedy:

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

With the introduction of the new software a minor adaptation to the reception and transmission volume of +6dB is now possible.

Depending on the equipment installed and use of the vehicle, it is possible that some more sensitive customers may consider this remedy to be an insufficient one.

Please notify the customer that this is the current status.

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

Attachments	
File	Description
Volume.jpg	Volume

XENTRY TIPS

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

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
54-0650	ON-BOARD POWER SUPPLY VOLTAGE MAINTAIN (WHEN CHECKING/TESTING AND TROUBLESHOOTING)	0.1		
54-1011	PERFORM QUICKTEST	0.2		
54-0990	PROGRAM, CODE MBUX HEADUNIT CONTROL UNIT (AFTER QUICKTEST)	0.3	87100 90	Note the LI document number when submitting warranty claim

Attachments

Volume.jpg:

Setting the reception and transmission volume

Requirements:

- A mobile phone is connected (→ page 197).

Multimedia system:



This function ensures optimal language quality.

- ▶ Select in the line of the mobile phone.
- ▶ Select **Reception volume** and **Transmission volume**.
- ▶ Set the volume.