

MBUX multimedia system (HU6): Center speaker extremely dominant

Topic number	LI82.85-N-071147
Version	3
Function group	82.85 Navigation and Communication systems
Date	09-03-2020
Validity	Model 907 with code E3M+E1E (MBUX 7-inch with navigation) Model 907 with code E4M (MBUX 10-inch)
Reason for change	Remedy updated!
Reason for block	

Complaint:

The customer complains that the volume of the center speaker is extremely dominant.

The volume cannot be adjusted/adapted.

Cause:

Audio parameters for MBUX multimedia system (A26/17).

Remedy:

Correction to audio parameters currently in progress.

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

Note: Software expected to be available in Q4/2020. This LI document will be updated as soon as the software is available.

Note:

- Please refer to this LI in the "Notes" section of the warranty claim.
- Replacing component parts is not permissible for this 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 interference noise
Communication/information / Entertainment / Audio/Sound / Poor audio quality

Operation numbers/damage codes

XENTRY TIPS

Op. no.	Operation text	Time	Damage code	Note
			87100 F1	Head unit - Variant coding faulty

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*