



Infotainment System - Volume Drop During A Phone Call, Phone Connected Via Bluetooth



Internal Content

QJ: 1-13378433354

Certain vehicles equipped with a Bluetooth Sirius XM radio (model 540xxx) may have the volume drop during a Bluetooth call.


If the call volume level is set above 25, the radio's dynamic distortion prevention attempts to keep distortion from occurring by reducing the volume automatically.

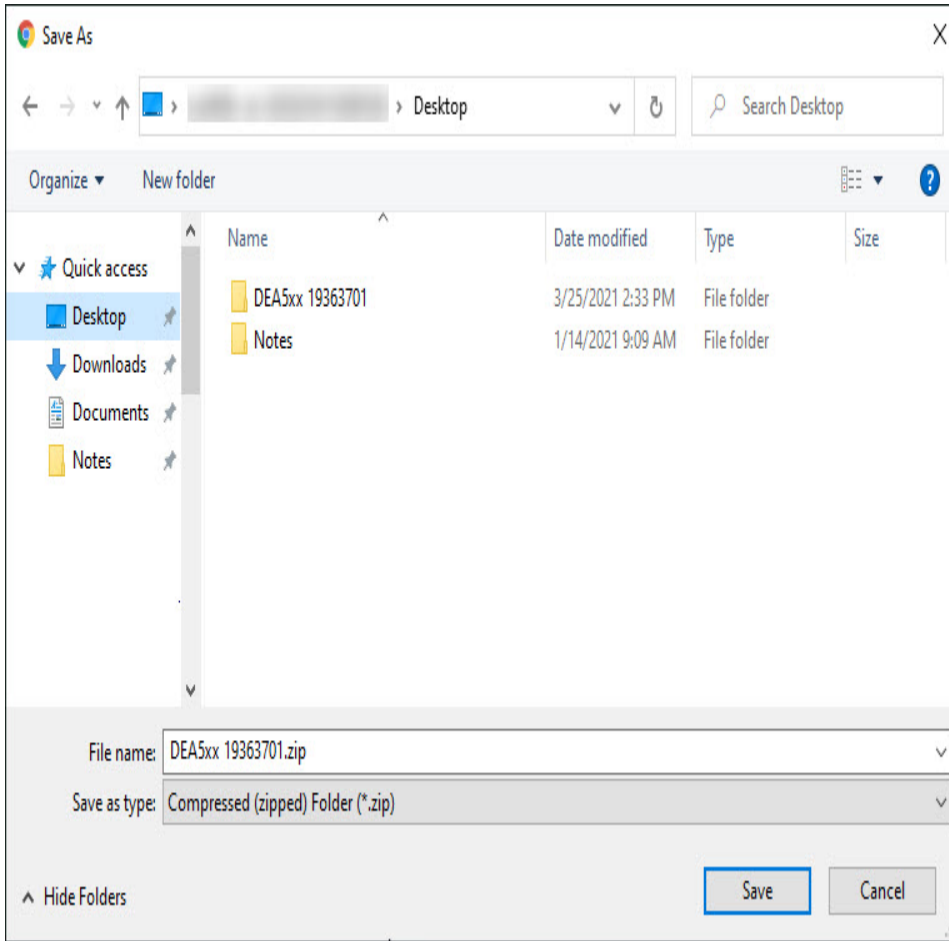
New software has been made available to prevent this behavior.

Affected Part Numbers
23100541
23100549

Download and Extract

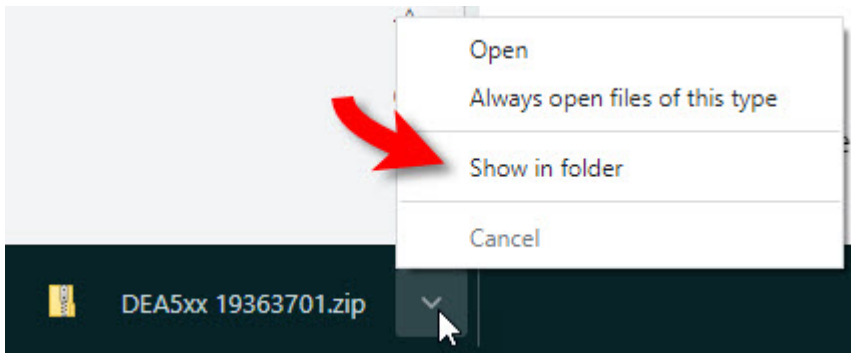
1. Insert a **blank** USB thumb drive into a USB port on the PC or laptop.
2. Download the software ZIP file by clicking on the link below. Choose a save location that is easy to find, such as the desktop.


[dea5xx-19363701.zip](#)

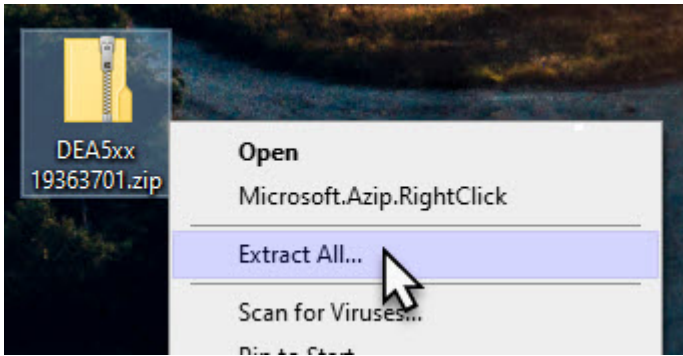


3. Once the download has completed, locate the file.

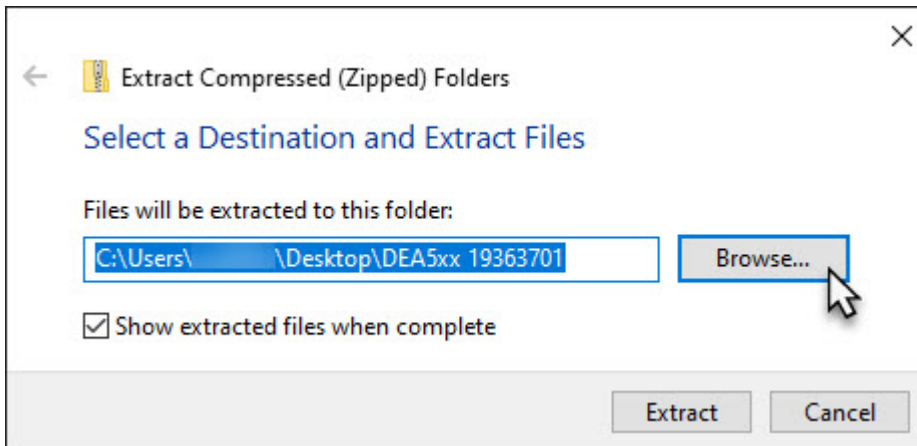
- If the Chrome browser is used, an alert for the downloaded file will appear at the bottom of the window. Clicking on the up arrow next to the file name gives the option "Show file in folder".



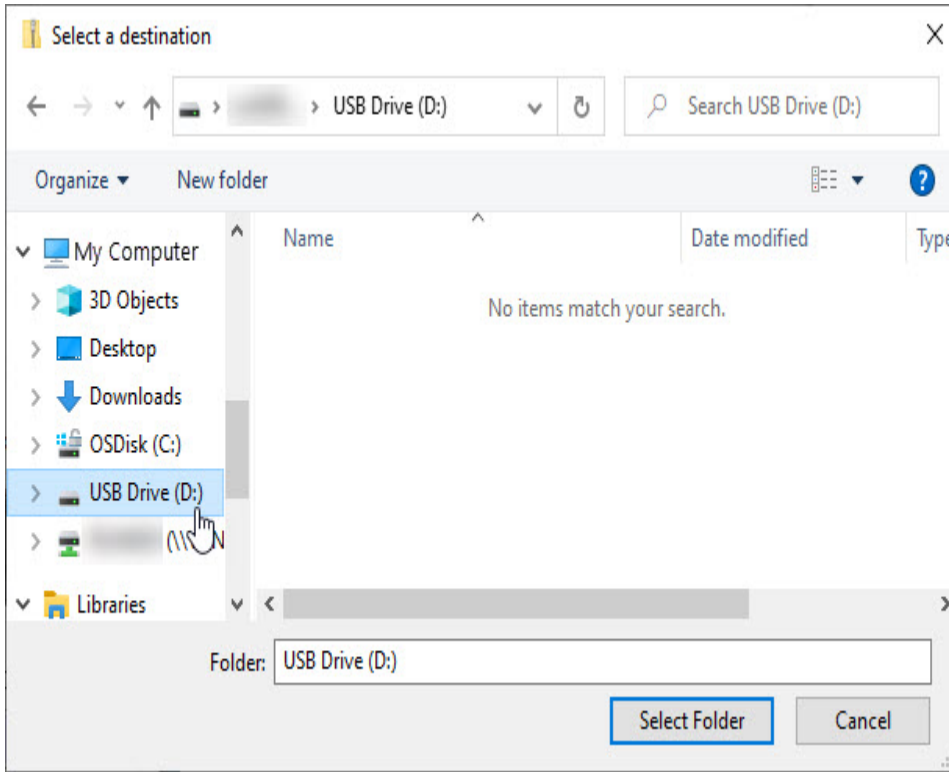
4. Right-click the file and select "Extract all" from the dropdown menu.



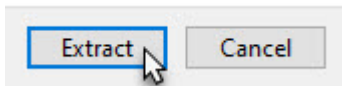
5. Click the "Browse" button.



6. Select the thumb drive from the folder options. The usual default name and drive for a thumb drive will be USB Drive (D:) as shown below. Click the "Select Folder" button.



7. Click the "Extract" button.

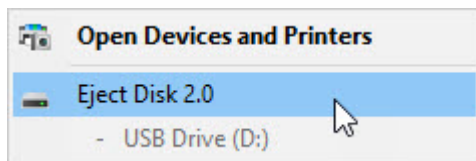


8. Go to the taskbar, usually in the lower right-hand corner of the screen by the clock. Locate the icon for "Remove Hardware".

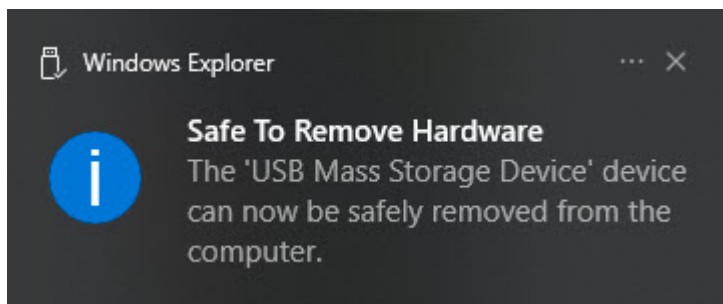
- If the icon is not immediately invisible, click the up arrow, indicated by the red arrow in the image below, to show any hidden icons.



9. Right-click the icon and select the thumb drive, usually noted in this menu as "Disk 2.0" or "USB Device".



10. Once the message appears that the device can be safely removed, remove the thumb drive from the USB port.



Software Update Process:

Programming Instructions

1. Turn the vehicle Ignition to Key On, Engine Off.
2. Turn the radio off by pressing the PWR button on the radio. The clock should display on the screen once the power is off.
3. Plug in the USB stick into the radio.
4. Radio should display "No Music".
5. Press presets 3 and 6 until the radio resets.
6. Wait until the radio display "Remove USB" label.
7. Remove the USB drive.

Verification Instructions

To verify the reflash was successful

1. Turn the vehicle Ignition to Key On, Engine Off.
2. Turn the radio off by pressing the PWR button on the radio. The clock should display on the screen once the power is off.
3. Press presets 1 and 3 until the screen changes.

4. The screen should display AA1595AC 19363701 AA1594AC 19343500.

 Tags

[volume drop](#) [bluetooth call](#) [volvo](#) [mack](#)

Categories 

Make and Model > Mack > CXU/CHU/PI - Pinnacle

Make and Model > Volvo > VNL

Make and Model > Volvo > VNR

Make and Model > Volvo > VNX

Make and Model > Volvo > VAH

Make and Model > Volvo > VHD

Vehicle System > Cab Interior

Vehicle System > Control Systems

Make and Model > Mack > AN - Anthem

Make and Model > Mack > GU/GR - Granite

Related links and attachments

[DEA5xx 19363701](#)

[Infotainment_manual](#)

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