Ē

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

r G

 $\sim\,$ 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 **<u>blank</u>** 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



6:21 AM			Article		
Save As					
← → • ↑ □	>	> Desktop	۷	Q Ö	Search Desktop
Organize 🔻 Ne	ew folder				
 ✓ Auick access ✓ Desktop ✓ Downloads ☑ Documents ☑ Notes 	Name DEA5xx 193	63701	Date modified 3/25/2021 2:33 1/14/2021 9:09	Type PM File fo AM File fo	Size older
File name:	V DEA5xx 19363701.zip				
Save as type:	Compressed (zipped) Fo	lder (*.zip)			
▲ Hide Folders					Save Can

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.

💭 Live UI

Article



5. Click the "Browse" button.

		×
~	Extract Compressed (Zipped) Folders	
	Select a Destination and Extract Files	
	Files will be extracted to this folder:	
	C:\Users\ \Desktop\DEA5xx 19363701 Browse	
	Show extracted files when complete	
	Extract Cancel	
		-

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.

💭 Live UI

23, 6:21 AM	Article
i Select a destination	×
\leftarrow \rightarrow \checkmark \bigstar \checkmark \checkmark \checkmark \checkmark \lor USB Drive (D:) \checkmark	C Search USB Drive (D:)
Organize 🔻 New folder	≣≡ ▼ (?)
 ✓ My Computer > 3D Objects > Desktop > Downloads > ⊕ OSDisk (C:) > USB Drive (D:) > ⊕ (\\mathcal{M}) 	Date modified Ty
Folder LISE Drive (D)	
	Select Felder

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".

💭 Live UI

Article

	Open Devices and Printers		
-	Eject Disk 2.0	N	
	- USB Drive (D:)	43	

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.
- **2** Dross presets 1 and 3 until the screen changes. Live UI

Article

mack

4. The screen should display AA1595AC 19363701 AA1594AC 19343500.

$\langle \rangle$	Tags		
VC	lume drop	bluetooth call	volvo
Cate	gories \star		
Ma	ke and Model > N	Mack > CXU/CHU/PI	- Pinnacle
Ма	ke and Model > \	/olvo > VNL	
Ма	ke and Model > \	/olvo > VNR	
Ма	ke and Model > \	/olvo > VNX	
Ма	ke and Model > \	/olvo > VAH	
Ма	ke and Model > \	/olvo > VHD	
Veł	nicle System > Ca	b Interior	
Veł	nicle System > Co	ntrol Systems	
Ма	ke and Model > N	Mack > AN - Anthem	1
Ма	ke and Model > N	/lack > GU/GR - Gra	nite

Related links and attachments

DEA5xx 19363701

Infotainment_manual



Give feedback

to help improve the content of this article

