

All model series with MBUX NTG7 and code 810 or 811 - audio output is unavailable

Topic number	LI82.62-P-077311
Version	1
Function group	82.62 - Loudspeakers, amplifiers, antennas
Date	1/2/24
Validity	All model series with MBUX NTG7 and sound package equipment code 810 or 811
Reason for change	

Complaint

No audio is output either in radio mode, or with media playback via app, Bluetooth or USB.

In such cases, "Playback not active" is shown in the display.

Cause

Mute line between communication module N112/2 and sound control unit N40/3.

Remedy

Check mute cable (violet) between control units for communication module N112/2 and sound N40/3, including plug contacts, and repair or replace as necessary.

If the plug contact is deformed, it is imperative that its counterpart at the control unit is also checked.

Symptoms
Communication/information > Entertainment > Radio > No audio
Communication/information > Entertainment > Audio/Sound > Volume adjustment function error
Communication/information > Entertainment > Audio/Sound > Speakers emit no sound
Communication/information > Entertainment > Audio/Sound > Misfire

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			82557	Please refer to this TIPS document during invoicing