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## Audio AUX: Volume in AUX menu is too quiet

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|-------------------|---|
| Topic number      | LI82.85-P-047991  |
| Version           | 1   |
| Design group      | 82.85 Navigation and communication systems (CNS, ICS, COMAND, FleetBoard)   |
| Date              | 09-22-2009  |
| Validity          | Models 204, 207, 212 (NTG4)<br>Models 169, 245, 171, 230, 211, 219, 164, 251 and 203.7 with code 525, 511, 527 or 512 and 809 (NTG2.5)<br>Model 463 with code EU1 |
| Reason for change |   |
| Reason for block  |   |

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**Complaint:**

Different volume levels between AUX IN and radio or CD/DVD playback.

During audio playback from an external MP3 player via the AUX jack, the audio volume in the vehicle maybe too quiet. When switching from the AUX source to radio or CD/DVD the volume is too loud for the customer. Traffic announcements (if equipped) are also too loud when an AUX audio source is active.

**Cause:**

The volume level of the MP3 player is too low.

**Remedy:**

Update the software in the head unit with DAS / Xentry Diagnostics.

**Note:**

As of the software releases listed below, the customer can choose between "Standard" and "Boost Mode" in the "Volume" menu in the AUX application. In vehicles with Media interface option (518) the software 47/08 is required in the media interface control unit for this new function to operate correctly. This software update for the rest of the telematics control units is launched automatically after the head unit software update.

**Additional information on production changes:****Model 204**

In vehicles as of model year 2010 (SA code: 800; series production breakpoint 06/2009) an adjustment option for the AUX source is implemented in all head unit versions per below:

- Audio 20 (standard) radio head unit as of software version 12/09
- COMAND head unit as of software version 09/09

This software is available for vehicles up to and including model year 2009 (SA code 809) as of DAS 09/2009 + telematics A204 827 71 59

**Models 212, 207**

In vehicles as of model year 2011 (SA code: 801; series production breakpoint 06/2010) an adjustment option for the AUX source is implemented in all head unit versions.

This software is available for vehicles up to and including model year 2010 (SA code 800), as of telematics CD version 09/2010 (CD part number will be provided)

Models 169, 245, 171, 230, 211, 219, 164, 251, 463, 203.7

In vehicles as of model year 2010 (SA code: 800; series production breakpoint 06/2009) an adjustment option for the AUX source is implemented in the Audio 50 APS and COMAND APS. This function is not available in the Audio 20.

- Audio 50 APS as of software 02/09
- COMAND APS as of software 02/09

This software is available for vehicles up to and including model year 2009 (SA code 809), probably as of telematics CD released with DAS 06/2009 The telematics CD is A171 827 40 59. We recommend using DAS 07/09 or higher with all appropriate patches.

| Symptoms  |
|---|
| Communication/information / Entertainment / Audio / TP/info volume cannot be adjusted       |
| Communication/information / Entertainment / Audio / Volume adjustment function error        |
| Communication/information / Entertainment / AUX input / Audio output faulty                 |
| Communication/information / Entertainment / Media interface (UMI/UCI) / Audio output faulty |

| Work units |                |      |             |   |
|------------|----------------|------|-------------|---|
| Op. no.    | Operation text | Time | Damage code | Note  |
|            |                |      | 8210N 90    | Software release for radio function   |
|            |                |      |             | Refer to Warranty Matrix located on Netstar # VMI # Enter VIN # DTB # Find Document Number # Click on Related Warranty Information link |

| Validity |        |              |
|----------|--------|--------------|
| Vehicle  | Engine | Transmission |
| 164.120  | *      | *            |
| 164.122  | *      | *            |
| 164.125  | *      | *            |
| 164.128  | *      | *            |
| 164.156  | *      | *            |
| 164.172  | *      | *            |
| 164.175  | *      | *            |
| 164.177  | *      | *            |
| 164.186  | *      | *            |
| 164.822  | *      | *            |
| 164.825  | *      | *            |
| 164.828  | *      | *            |
| 164.871  | *      | *            |
| 164.886  | *      | *            |
| 203.706  | *      | *            |
| 203.707  | *      | *            |
| 203.708  | *      | *            |

|         |   |   |
|---------|---|---|
| 203.718 | * | * |
| 203.730 | * | * |
| 203.731 | * | * |
| 203.735 | * | * |
| 203.740 | * | * |
| 203.741 | * | * |
| 203.742 | * | * |
| 203.743 | * | * |
| 203.745 | * | * |
| 203.746 | * | * |
| 203.747 | * | * |
| 203.752 | * | * |
| 203.756 | * | * |
| 203.764 | * | * |
| 204.002 | * | * |
| 204.003 | * | * |
| 204.006 | * | * |
| 204.007 | * | * |
| 204.008 | * | * |
| 204.022 | * | * |
| 204.041 | * | * |
| 204.044 | * | * |
| 204.045 | * | * |
| 204.046 | * | * |
| 204.047 | * | * |
| 204.052 | * | * |
| 204.054 | * | * |
| 204.056 | * | * |
| 204.065 | * | * |
| 204.077 | * | * |
| 204.081 | * | * |
| 204.085 | * | * |
| 204.087 | * | * |
| 204.089 | * | * |
| 204.202 | * | * |
| 204.203 | * | * |
| 204.207 | * | * |
| 204.208 | * | * |
| 204.222 | * | * |
| 204.241 | * | * |
| 204.245 | * | * |
| 204.246 | * | * |
| 204.247 | * | * |

|             |   |   |
|-------------|---|---|
| 204.252     | * | * |
| 204.254     | * | * |
| 204.256     | * | * |
| 204.277     | * | * |
| 204.289     | * | * |
| 204.956     | * | * |
| 204.981     | * | * |
| 204.983     | * | * |
| 204.984     | * | * |
| 204.987     | * | * |
| 207.322     | * | * |
| 207.356     | * | * |
| 207.357     | * | * |
| 207.372     | * | * |
| 212.002     | * | * |
| 212.003     | * | * |
| 212.025     | * | * |
| 212.054     | * | * |
| 212.056     | * | * |
| 212.057     | * | * |
| 212.072     | * | * |
| 251.020     | * | * |
| 251.022     | * | * |
| 251.026     | * | * |
| 251.054     | * | * |
| 251.056     | * | * |
| 251.065     | * | * |
| 251.072     | * | * |
| 251.075     | * | * |
| 251.077     | * | * |
| 251.122     | * | * |
| 251.125     | * | * |
| 251.126     | * | * |
| 251.154     | * | * |
| 251.156     | * | * |
| 251.165     | * | * |
| 251.172     | * | * |
| 251.175     | * | * |
| 251.177     | * | * |
| A-Class 169 | * | * |
| B-Class 245 | * | * |
| CLS 219     | * | * |
| E-Class 211 | * | * |

# XENTRY

|             |   |   |
|-------------|---|---|
| G-Class 463 | * | * |
| SL 230      | * | * |
| SLK 171     | * | * |