

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

NTG5.5: HIGH-FREQUENCY NOISE EMITTED FROM CENTER SPEAKER AFTER DOOR IS OPENED



Mercedes-Benz

- NTG5.5: High-frequency noise emitted from center speaker after door is opened -

Topic number	LI82.85-P-069555
Version	4
Function group	82.85 Navigation and Communication systems
Date	12-23-2019
Validity	Model 213 with code 531 and code 807. Model 238 with code 531 and code 807 or code 808, without code 058.
Reason for change	Remedy adjusted

Complaint

When the door is opened, a high-frequency whistling noise may be heard for approximately 5 seconds from the center speaker (see video in attachment).

File

Noise from speakers.MOV.

Designation

Noise from speakers

Cause

Previous COMAND Online (A26/17) software release may not be compatible with older hardware.

Remedy

Update COMAND Online control unit (A26/17) software to E480.0 or newer using XENTRY Diagnosis

If the updated control unit software is not found via Xentry Diagnosis machine, open an Xentry Diagnostics XSF ticket with the subject "No flashware or incorrect flashware determined". The User Help Desk can then check the documentation for this vehicle.

NOTE: Please ensure your XENTRY Diagnostics machine software is up-to-date with all available Add-Ons installed prior to opening an XSF ticket.

Symptoms

Symptom

Communication/information / Entertainment / Audio/Sound / Tone setting malfunction

Communication/information / Entertainment / Audio/Sound / Volume adjustment function error

Communication/information / Entertainment / Audio/Sound / Speakers emit no sound

Communication/information / Entertainment / Audio/Sound / Misfire

Communication/information / Communication / Voice output / Malfunction

Control unit/fault code

Control unit

Fault code

Fault code description

A26/17 - Audio or COMAND

(Head unit) (HU55)

-

-