

Mobile phone in general: The called party is sometimes difficult to understand in the vehicle, interference noise intermittently audible in the vehicle

Topic number	LI82.70-P-054227
Version	3
Design group	82.70 Cellular telephone, voice control system (VCS)
Date	03-22-2013
Validity	NTG 4.5: Model 176, 166, 172, 246 with code 510 (Audio 20 CD with CD changer, 6-disk) or code 512 (COMAND online with DVD changer) or code 523 (Audio 20 CD) or code 526 (COMAND DVD without navigation) or code 527 (COMAND online) or code 528 (COMAND)
Reason for change	Remedy added
Reason for block	

Complaint:

Interference can be heard occasionally in the vehicle during a telephone call. This sometimes leads to whole words or syllables not arriving at the called party or instead of these words or syllables only interference noise can be heard.

Note:

The complaint only occurs when the mobile phone is in the vicinity of the head unit or placed into the center console.

Note:

The complaint only occurs when the standard Bluetooth Connectivity installation is used.

Attachments	
File	Designation
Downlink Beanstandung_18s_TIPS.mp3	The missing syllables and words are audible in the recording after 17 seconds

Cause:

Interference during Bluetooth transmission because of the location in which the mobile phone has been put down and the used mobile phone.

Remedy:

Perform software update of radio control unit (A2) or COMAND controller unit (A40/3).

Note:

COMAND controller unit (A40/3):

The remedy for the COMAND controller unit (A40/3) is available as of Xentry Diagnostics version 03/13.

Radio control unit (A2):

The remedy for the radio control unit (A2) has been available since Xentry Diagnostics version 01/13.

Exception: Model series 246 with code 802 (Model year 2012) and code 218 (Reversing camera). The remedy will be available as of Xentry Diagnostics version 05/13.

Important: The software update changes the color of the user interface in the central display (A40/8) from "papyrus" to "silver". It is not possible to change the "silver" color afterwards. Be sure to advise the customer of this change to the user interface!

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Poor understanding
Communication/information / Communication / Mobile phone / Telephone / Other party cannot be heard
Communication/information / Communication / Mobile phone / Telephone / Person on other end can be poorly/hardly heard

Work units				
Op. no.	Operation text	Time	Damage code	Note
			87084 EC	Bluetooth (R) interface head unit communication error

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
B (246)	*	*
GL (166)	*	*
M (166)	*	*
SLK (172)	*	*