

Audible "cracking" or "popping" heard from the speakers. Voice output distortion when using SDS voice control.

Topic number	LI82.85-P-070566
Version	1
Function group	82.85 Navigation and Communication systems
Date	02-06-2020
Validity	Model series 118, 167, 177, 205, 213, 217, 222, 238, 247, 253, 257, and 293
Reason for change	
Reason for block	

Complaint:

The following customer complaints may be noted:

- A "cracking" or "popping" noise may be intermittently heard from the speakers
- A "cracking" or "popping" noise may be heard by the called party during a bluetooth phone call
- Distortion of the Voice Control System audible output

Attachments	
File	Description
popping noise.mp3	Popping noise audio file

Cause:

Microphone checks performed by the HERMES control unit (N112/9).

Remedy:

Perform software update (E409.6 or newer) of HERMES control unit (N112/9) via XENTRY Diagnosis machine

Symptoms
Communication/information / Communication / Voice control system VCS / Malfunction
Communication/information / Entertainment / Audio/Sound / Speakers emit interference noise
Communication/information / Communication / Mobile phone / Telephone / Poor understanding
Communication/information / Communication / Voice output / Malfunction

Control unit/fault code		
Control unit	Fault code	Fault text
N112/9 - Control unit for telematics services (HERMES)	-	-

XENTRY TIPS
