

Model series X294 EQE SUV - Driver's voice is difficult to understand/perceive when making telephone calls

Topic number	LI82.70-P-077433
Version	1
Function group	82.70 - Telephone, Voice-control-system(VCS)
Date	1/30/24
Validity	Vehicles of model series X294
Reason for change	

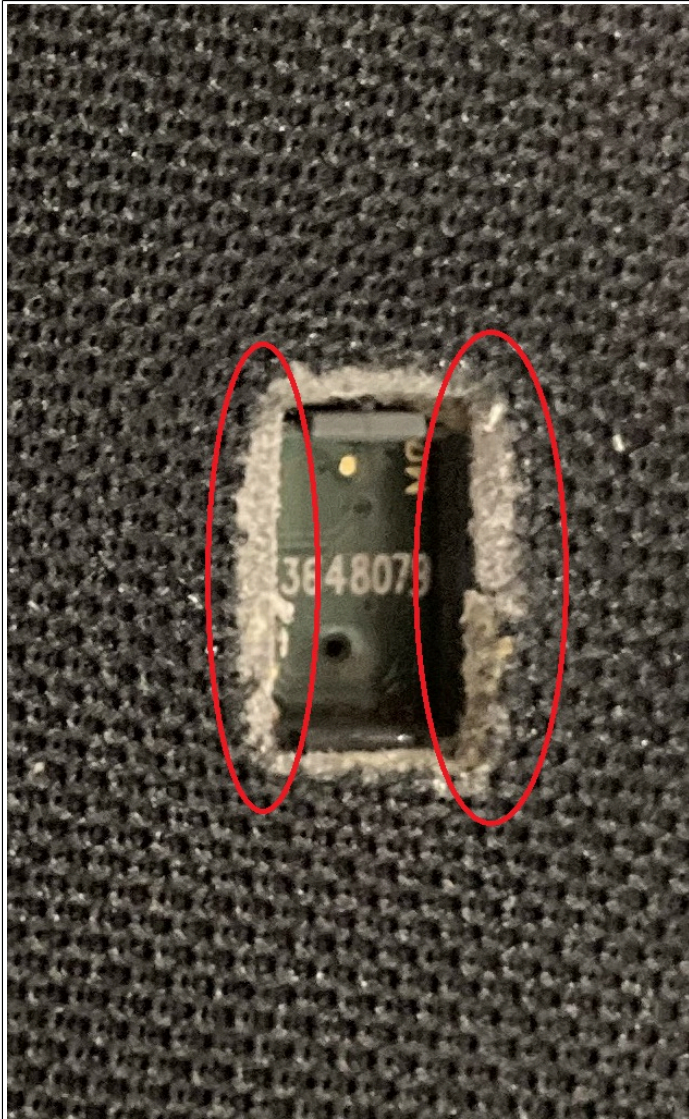
Complaint

During a phone call, the called party has difficulty understanding/cannot understand the driver, or interference/background noises are audible to the called party during a call. It becomes increasingly difficult to understand as the speed rises.

Cause

- A. Seating of the microphones in the headliner. Side edges are covered by the textile cover (see picture "1")
- B. Assembly of microphones (B25/20 or B25/21) in the headliner.
- C. Dirt inside the microphone housing

Attachments	
File	Description
1.jpg	Cutout for microphone does not correspond to the specification; the side edges of the microphone are concealed.




Remedy

1. Press finger on rear of microphone (on adhesive tape)
 2. Remove microphone cap from the front
 3. Eliminate protruding material residues of the microphone cutout at the headliner, e.g. with a soldering iron. The microphone must be seated in the headliner as shown in picture "2".
 4. Push microphone from behind until it is firmly pressed into the headliner
 5. Maintain pressure and press/clip cap into microphone from the front.
- Note: The cover cap must be clearly heard and felt to engage.
6. This procedure must be carried out on both microphones (B25/20 and B25/21)

Note: It is recommended to replace the cover caps.

XENTRY Tips

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Attachments	
File	Description
2.jpg 	Cutout for microphone corresponds to the specification; the side edges of the microphone are visible.

Symptoms
Communication/information > Communication > Mobile phone > Telephone > Poor understanding
Communication/information > Communication > Mobile phone > Telephone > Driver cannot be heard
Communication/information > Communication > Mobile phone > Telephone > Driver can be poorly/hardly heard

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			82H08EM	Left microphone, difficulties with understanding/interference noise - Please refer to this TIPS document when invoicing
			82W08EM	Right microphone, difficulties with understanding/interference noise - Please refer to this TIPS document when invoicing