

Microphone cover for in vehicle voice control present during vehicle delivery

Topic number	LI82.70-P-078425
Version	1
Function group	82.70 - Telephone, Voice-control-system(VCS)
Date	9/25/24
Validity	Vehicles of model series 236, 214, 238, 294, 254, 463, 465, 167, 294, 296
Reason for change	

Complaint

White plastic insert present on microphone assembly. See figure A for example.

Attachments	
File	Description
Microphone cover Top.jpg	Figure A
	

Cause

The insert (breathable filter) is designed to be inside for dust protection and air flow control.

Remedy

Do not remove the breathable filter from the microphone assembly. This part is designed to be in the microphone and should remain in the vehicle.

Note: If TIPS support is required for microphone symptoms please open a TIPS case and reference this LI.

Disclaimer

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.

Symptoms				
Communication/information > Communication > Voice control system VCS > Malfunction				
Communication/information > Entertainment > Audio/Sound > Poor audio quality				
Communication/information > Communication > Voice output > Malfunction				

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 if opening a TIPS case
			82W08EM	Right microphone, difficulties with understanding/interference noise - Please refer to this TIPS document if opening a TIPS case