

Noise interference during use of the hands-free system

Topic number	LI82.70-P-079903
Version	2
Function group	82.70 - Telephone, Voice-control-system(VCS)
Date	1/2/26
Validity	Model 465 up to final VIN number X070207 (production October 20, 2025)
Reason for change	Update remedy and replacement parts

Complaint

Noise interference when using the hands-free system (phone call).

Attachments	
File	Description
Beanstandung Störgeräusch.mp4	Complaint about disturbing noise

Cause

The noise is caused by electromagnetic interference (EMC fault) affecting the microphone lines and thus impacting voice quality.

The severity of these faults may vary depending on the vehicle.

Remedy

To avoid EMC-related interference noise, the SOS microphone line is no longer routed through the rear-installed head unit (A26/17) but is instead routed directly from the new double microphone to the telematics control unit (N112/9).

The work instruction for implementation is attached to this document and must be completed in full.

Operation steps from the attachment:

- Slide 6: Unpin connector A at the head unit (A26/17) pin 19 and pin 6, insulate them, and tie them back. These lines are no longer needed.
- Slide 8: Replace front left microphone with double microphone (A213 820 2801) (AR82.70-P-8969XG). Info: The installation location of the double microphone is always front left. There is no difference here between the right-hand drive or left-hand drive versions.
- Slide 10: Pin the double microphone wiring harness to connector X58/3X1 at pin 1 (white) and pin 14 (screen).
- Slide 12: Unpin the Hermes wiring harness at connector X58/3X1 pin 1 (black line) and pin the white line in its place. Connect to pin 14 (brown line). Insulate the black line and tie it back.
- Slide 18: Unpin pin 29 (brown), pin 30 (white), and pin 31 (black) from connector 1 on the HERMES (N112/9). Pin the screen (black line) to pin 31. Pin brown to pin 29 and signal (white) to pin 30.

Note on parts availability: In December 2025 and January 2026, there may be limited availability of repair wiring harnesses.

Attachments	
File	Description
Remedy_Interference Noise Telephony BR465_EN_V3.pdf	
Arbeitsanweisung_Abhilfe schlechte Sprachqualität_DE_V3.pdf	

WIS-References		
Document number	Title	Note
AR68.10-P-1402XG	Remove glove box	Preparatory work
AR68.20-P-2000XG	Remove center console	Preparatory work
AR68.30-P-1185XG	Remove left load compartment cover	Preparatory work
AR68.30-P-4300XG	Lower the headliner	Preparatory work
AR82.62-P-7839XGM	Bass module speaker	Preparatory work

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 > Entertainment > Audio/Sound > Poor audio quality
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 > Driver can be poorly/hardly heard
Communication/information > Communication > Mobile phone > Telephone > Person on other end can be poorly/hardly heard

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A2138202801			Double microphone	1	Required only for vehicles with a production date up to September 25, 2025.	X
A4658205807			Repair wiring harness	1	Double microphone - OCP	X

XENTRY Tips

A4658205907			Repair wiring harness	1	OCP - Hermes	X
-------------	--	--	-----------------------	---	--------------	---

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		94.0 AW	8210REM	