

**Mobile phone in general: The driver is sometimes poorly understood by the receiver, background noise is occasionally audible during a telephone call**

Topic number	LI82.70-P-054226
Version	5
Design group	82.70 Cellular telephone, voice control system (VCS)
Date	03-01-2013
Validity	NTG 4: Model 207, 212, 218 with code 512 (COMAND Online with DVD changer) or code 526 (COMAND DVD without navigation) or code 527 (COMAND Online) or code 528 (COMAND) with code 800 or code 801 without code 088 or 802 without code 088 NTG 4.5: Model 166, 172, 176, 204, 231, 246 with code 512 (COMAND Online with DVD changer) or code 526 (COMAND DVD without navigation) or code 527 (COMAND Online) or code 528 (COMAND) with code 801 or 802 or 803 Model 207, 212, 218 with code 512 (COMAND Online with DVD changer) or code 526 (COMAND DVD without navigation) or code 527 (COMAND Online) or code 528 (COMAND) with code 801 with code 088 or 802 with code 088 or code 803
Reason for change	Validity expanded to include GLK

**Complaint:**

During a telephone call the driver is poorly understood by the receiver or interference / background noise can be heard on the receiver during a call.

**Note:**

The customer frequently describes the interference noise / background noise as being similar to a "passing train".

Attachments	
File	Designation
Aufnahme Uplink Störgeräusch_9s_TIPS.mp3	The interference noise is audible in recording from 9 seconds onwards.

**Cause:**

Software in COMAND controller unit (A40/3)

**Remedy:**

1. NTG 4:

Model 207, 212, 218 with code 512 (COMAND Online with DVD changer) or code 526 (COMAND DVD without navigation) or code 527 (COMAND Online) or code 528 (COMAND) with code 800 or code 801 without code 088 or 802 without code 088

Perform software update of COMAND controller unit (A40/3) to software release 11/14 with subsequent SCN coding.

If the COMAND controller unit (A40/3) already has the latest software release, SCN coding must be performed manually.

Note:

The remedy is available as of Xentry Diagnostics version 07/12.

## 2. NTG 4.5:

Model 166, 172, 176, 204, 231, 246 with code 512 (COMAND Online with DVD changer) or code 526 (COMAND DVD without navigation) or code 527 (COMAND Online) or code 528 (COMAND) with code 801 or 802 or 803

Model 207, 212, 218 with code 512 (COMAND Online with DVD changer) or code 526 (COMAND DVD without navigation) or code 527 (COMAND Online) or code 528 (COMAND) with code 801 with code 088 or 802 with code 088 or code 803

Perform software update of COMAND controller unit (A40/3).

Note:

The remedy is available as of Xentry Diagnostics version 11/12.

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

Work units				
Op. no.	Operation text	Time	Damage code	Note
			8210R EM	Telephone function, poor communication quality/interference noise