

Audible "cracking" or "popping" heard from the speakers. Voice output distortion when using Voice Control System (VCS)

Topic number	LI82.85-P-070566
Version	2
Function group	82.85 - Navigation and Communication systems
Date	4/7/21
Validity	Model series 118, 167, 177, 205, 213, 217, 222, 238, 247, 253, and 257
Reason for change	Damage code added

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	

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

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

XENTRY TIPS

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Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8209Z52	