

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

AUDIBLE "CRACKING" OR "POPPING" HEARD FROM THE SPEAKERS. VOICE
OUTPUT DISTORTION WHEN USING SDS VOICE CONTROL.



Mercedes-Benz

- Audible "cracking" or "popping" heard from the speakers. Voice output distortion when using SDS voice control. -

Topic number	LI82.85-P-070566
Version	1
Function group	82.85 Navigation and Communication systems
Date	02-19-2020
Validity	Model series 118, 167, 177, 205, 213, 217, 222, 238, 247, 253, 257, and 293
Reason for change	

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

File

popping noise.mp3

Designation

Popping noise audio file

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

Symptom

Communication/information / Communication / Voice control system VCS / Malfunction

Communication/information / Entertainment / Audio/Sound / Speakers emit interference noise

Communication/information / Communication / Mobile phone / Telephone / Poor understanding

Communication/information / Communication / Voice output / Malfunction

Control unit/fault code

Control unit

Fault code

Fault code description

N112/9 - Control unit for
telematics services (HERMES) - -