

XENTRY TIPS

Mobile phone in general: It is intermittently difficult for the called party to understand the driver, background noises are occasionally audible during a telephone call

Topic number	LI82.70-P-064726
Version	1
Design group	82.70 Cellular telephone, voice control system (VCS)
Date	08-22-2016
Validity	BR213
Reason for change	
Reason for block	

Complaint:

During a phone call, it is difficult for the called party to understand the driver, or interference/ background noises are occasionally audible to the called party during a call.

Cause:

- A) Possible assembly of microphones (B25/20 or B25/21) in headliner
- B) Wiring between microphone (B25/20 or B25/21) and head unit (A26/17).
 - See PE82.85-P-2110-97DBA

Remedy:

A) Possible assembly of microphones (B25/20 or B25/21):

1. Remove reading lamp
2. Press finger on rear of microphone (on adhesive tape)
3. Remove microphone cap from the front
4. Push microphone from behind until it is firmly pressed into the headliner
5. Maintain pressure and press/clip cap into microphone from the front

B) Wiring between microphone (B25/20 or B25/21) and head unit (A26/17):

Check individual pins at connections X58/3 (microphone electrical connection) and at microphone (B25/20 or B25/21) and at head unit (A26/17).

One of the fault codes (DTC) listed may be present.

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

XENTRY TIPS

Communication/information / Communication / Mobile phone / Telephone / Driver cannot be heard

Communication/information / Communication / Mobile phone / Telephone / Driver can be poorly/hardly heard

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - Audio or COMAND (Audio) (HU55)	B143A12	Microphone 1 has a malfunction. There is a short circuit to positive.
A26/17 - Audio or COMAND (Audio) (HU55)	B143D11	Microphone 2 has a malfunction. There is a short circuit to ground.
A26/17 - Audio or COMAND (Audio) (HU55)	B143D13	Microphone 2 has a malfunction. There is an open circuit.
A26/17 - Audio or COMAND (Audio) (HU55)	B143D12	Microphone 2 has a malfunction. There is a short circuit to positive.
A26/17 - Audio or COMAND (Audio) (HU55)	B143A13	Microphone 1 has a malfunction. There is an open circuit.
A26/17 - Audio or COMAND (Audio) (HU55)	B143A11	Microphone 1 has a malfunction. There is a short circuit to ground.

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

WIS-References			
Document number	Title	Note	Allocation
PE82.85-P-2110-97DBA	Wiring diagram for head unit		Cause