

Audio 20: No navigation, language set to English, Media Interface inoperative

Topic number	LI82.60-P-055630
Version	1
Design group	82.60 Radio, audio/video systems
Date	02-12-2013
Validity	NTG4.5: Model 166, 172, 176, 204, 207, 212, 218, 246 with code 510 (Audio 20 incl. CD changer) or code 523 (Audio 20 CD radio) and code 802 (Model year 2012) or code 803 (Model year 2013)
Reason for change	Remedy restricted to vehicles with model year code 802 and model year code 803
Reason for block	

Complaint:

Navigation is not available.

The language setting is automatically set to English.

The Media Interface is inoperative.

In the quick test the software object number "000 000 00 00" is displayed.

Attachments	
File	Designation
Kurztest.JPG	The software object number in the quick test is "000 000 00 00"

Cause:

Software of Audio 20 control unit (A2).

Remedy:

If a software update is no longer possible, the Audio 20 control unit (A2) must be replaced.

Note:

This complaint can no longer occur as of software release 12/40 00.

This software release is available as of XENTRY telematics CD 01/2013.

Symptoms
Communication/information / Entertainment / Screen/display / Menu item is missing
Communication/information / Entertainment / Overall system/diagnosis / Flash abort
Communication/information / Entertainment / Media interface (UMI/UCI) / Menu cannot be selected/is not available

Communication/information / Communication / Navigation / Navigation - Function / Navigation not selectable/available

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
B (246)	*	*
C (204)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
GL (166)	*	*
GLK (204)	*	*
M (166)	*	*
SLK (172)	*	*

Attachments

Kurztest.JPG:

Audio / COMAND - Audio or COMAND (A2 - A2/56 - A40/3)			
MB object number for hardware	000 000 00 00	Diagnosis identifier	48/1
Hardware version	11/31	Software version	12/12 00
Production date	-1/-1/-1	Supplier ID	56
Supplier	Panasonic	Control unit variant	---
CAN ID	---	MB object number for software (code)	000 000 00 00
Manufacturer-specific serial number	PA1125C0505823	MB object number for hardware and software	0000000000
Event	Text	Status	
C146	Communication with the central gateway has a malfunction.	S	

S=STORED