

Head unit for Audio 30/40 VIS (Garmin) - Various Complaints

Topic number	LI82.85-N-071595
Version	1
Function group	82.85 Navigation and Communication systems
Date	08-07-2020
Validity	Model 447.6/7 with manufacturing date from 01.07.2020, with code E3C (Audio 30) and with code XM0 (facelift) Model 447.6/7 with manufacturing date from 01.07.2020, with code EA4 (Audio 40) and with code XM0 (facelift)
Reason for change	
Reason for block	

Complaint:

Head unit for Audio 30/40 VIS (Garmin) - Various Complaints

Information: At market launch of the head unit for Audio 30/40 VIS (Garmin), some of the functions are only available to a limited extent or are not yet available. This can result in various customer complaints.

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1. At the workshop, during delivery inspection:
 - After transport mode is deactivated, the Audio 30/40 VIS (Garmin) head unit cannot be commissioned.
 2. Other possible customer complaints:
 - Smartphone integration: Apple CarPlay & Android Auto not available (see "Important email" 16-2020).
 - System: System instability when using Bluetooth telephony, the multimedia system and/or the USB flash drive.
 - Reversing camera: Reversing camera menu inoperative when starting the system.
 - Bluetooth telephony: No call list display.
 - Bluetooth telephony: No name display for calls if telephone number is not stored with country code +34.
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Cause:

Software release.

Remedy:

Re. complaint 1:

- After deactivating transport mode (see AR54.00-D-0001TS) it is essential to maintain a CAN bus idle.
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XENTRY TIPS

Re. customer complaint 2:

Note: Do not replace any component parts or carry out any diagnostic work!

- As a final remedy, new software for the Audio 30/40 VIS (Garmin) head unit is expected to be available from the third quarter of 2020.

Information: As soon as this remedy is available, this TIPS document will be updated

Symptoms
Communication/information / Entertainment / Screen/display / Display dark -System running
Communication/information / Entertainment / Radio / Poor reception
Communication/information / Entertainment / Radio / Does not store selected station
Communication/information / Entertainment / Radio / Cuts out intermittently
Communication/information / Entertainment / Radio / Malfunction
Communication/information / Entertainment / Overall system/operation / System adjustments not possible
Communication/information / Entertainment / Screen/display / Miscellaneous
Overall vehicle / Networking / Diagnosis/software / Software update (add-on)
Overall vehicle / Networking / Diagnosis/software / Current problems
Communication/information / Entertainment / Overall system/system error / System fails to power up, display dark
Communication/information / Entertainment / Overall system/system error / System starts up at random
Communication/information / Entertainment / Overall system/system error / System shuts down completely and then restarts
Communication/information / Entertainment / Overall system/system error / System shuts down at random
Communication/information / Entertainment / Overall system/system error / System cannot be switched off
Communication/information / Entertainment / Overall system/operation / Load mode behavior faulty
Communication/information / Entertainment / Screen/display / Frozen screen -system runs
Communication/information / Entertainment / Radio / Device unavailable
Communication/information / Entertainment / Screen/display / Some menus cannot be selected
Communication/information / Entertainment / Screen/display / Menu item is missing
Communication/information / Entertainment / Digital radio/Satellite digital audio radio / No reception
Communication/information / Entertainment / USB input / Malfunction
Communication/information / Entertainment / Bluetooth audio streaming / Individual functions not available

Control unit/fault code		
Control unit	Fault code	Fault text
N87/2 - Radio (RD) (AUDIO447)	-	-
N87/15 - Radio / Radio - Navigation (RD) (HU447)	-	-

Operation numbers/damage codes

XENTRY TIPS

Op. no.	Operation text	Time	Damage code	Note
				<p>Encode the component part identified as the cause of the damage. To do so, select the relevant damage code in function group 82.85 under "Head unit function".</p> <p>Information: Only for customer complaint 2.</p> <p>The damage code that must be stated is not to be considered as an acceptance of costs. The general guidelines in the Warranty Manual apply.</p>

WIS-References			
Document number	Title	Note	Allocation
AR54.00-D-0001TS	Deactivate transport mode before vehicle delivery	Information: Only for complaint 1.	Remedy

Validity		
Vehicle	Engine	Transmission
Vito/Metris 447	*	*