

Audio 30/40 VIS (Garmin) head unit - Connection failure with smartphone integration

Topic number	LI82.85-N-074054
Version	1
Function group	82.85 - Navigation and Communication systems
Date	11/29/21
Validity	Model 447.6/7 with code E3C (Audio 30) and code E2R (Radio generation 2) Model 447.6/7 with code EA4 (Audio 40) and code E2R (Radio generation 2)
Reason for change	

Complaint

The connection of the customer's smartphone connected via the original USB cable is disconnected after an undefined period of time for no apparent reason.

The Apple iPhone 12 and subsequent models are primarily affected by this.

Cause

Hardware for radio control unit (Audio) (N87/2)

Remedy

Modification to hardware for radio control unit (Audio) (N87/2).

Due to the worldwide semiconductor crisis and internal development processes, this remedy will only be available by the middle of/at the end of 2022 at the earliest.

Note: Please refer to this LI in the "Notes" section of the warranty claim

Symptoms
Overall vehicle > Networking > Combination switch > Function error
Communication/information > Communication > Mobile phone > Telephone > Telephone mode is not selectable
Communication/information > Communication > Mobile phone > Telephone > Telephone/cell phone is not detected
Communication/information > Communication > Mobile phone > Telephone > Device error

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

