Audio 30/40 VIS (Garmin) head unit - Complaints on market launch (vehicle with code E2R - RADIO GENERATION 2)

Topic number	LI82.85-N-071595
Version	2
Function group	82.85 - Navigation and Communication systems
Date	6/3/22
Validity	Model 447.6/7 with code E3C (Audio 30)
	Model 447.6/7 with code EA4 (Audio 40) and with code E2R (Radio generation 2)
Reason for change	change of remedy and updated damage code

Complaint

Head unit for Audio 30/40 VIS (Garmin) - Problems at market launch.

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 problems.

At the workshop, during delivery inspection:

1. After transport mode is deactivated, the Audio 30/40 VIS (Garmin) head unit cannot be commissioned.

2. Apple CarPlay or Android Auto not available (see "Important mail" 16-2020) (Smartphone Integration).

Other possible customer complaints:

- 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.

Cause

Software release.

Remedy

For problems 1 and 2:

Note: Please do not replace any component parts!

1. Connect charger (see AR54.10-S-1127E).

Note: An adequate voltage from the on-board electrical system battery must be guaranteed for the entire duration of the work procedure. Otherwise the control units could be damaged if an undervoltage occurs.

Information: Observe the operating instructions of the charger.

Information: Use the charger to ensure an adequate voltage (at least 12.5 V) from the on-board electrical system battery.

2. Connect diagnostic device (see AD00.00-S-2000-04E).

Note: Always use the latest XENTRY Diagnostics software release.

Information: Strict compliance with the operation steps in XENTRY Diagnostics is absolutely essential.

3. Update radio (Audio) software (N87/2) (see AR54.21-S-0014E).

Info: For this, select the following menu items: Quick test view → N87/2 - Radio (RD) (code: E3C, EA4) → Adaptations → Control unit update → Control unit software update

Info: You are then automatically guided through the steps "Update control unit software" and "Update SCN coding".

The following operation steps in the diagnostic system must be complied with at all times.

4. Disconnect diagnostic device from vehicle (see AD00.00-S-2000-04E).

5. Disconnect charger from vehicle (see AR54.10-S-1127E).

Note: In the case of a warranty or goodwill settlement for problem 1, please use damage code 87100 G3 (Head unit – cannot be programmed).

Note: In the case of a warranty or goodwill settlement for problem 2, please use damage code 820D2 F3 (Android Auto/CarPlay/CarLife head unit function – does not switch on).

WIS-References		
Document number	Title	Note
AD00.00-S-2000-04E	Connect STAR DIAGNOSIS, read out fault memory	
AR54.10-S-1127E	Maintain on-board electrical system voltage for testing and diagnosis work on the vehicle	
AR54.21-S-0014E	Programming of control units	

Symptoms
Overall vehicle > Networking > Diagnosis/software > Software update (add-on)
Overall vehicle > Networking > Diagnosis/software > Current problems
Communication/information > Entertainment > Screen/display > Display dark -System running

Communication/information > Entertainment > Screen/display > Miscellaneous
Communication/information > Entertainment > Screen/display > Frozen screen -system runs
Communication/information > Entertainment > Screen/display > Some menus cannot be selected
Communication/information > Entertainment > Screen/display > Menu item is missing
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 > Radio > Device unavailable
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/system error > System cannot be operated/audio and video present
Communication/information > Entertainment > Overall system/operation > System adjustments not possible
Communication/information > Entertainment > Overall system/operation > Load mode behavior faulty
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 text
N87/2 - Radio (RD)	

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			87100G3	Head unit – cannot be programmed Info: Only for problem 1. The listed damage code is not to be considered as an acceptance of costs. The general guidelines in the Warranty Manual apply.
			820D2F3	Function of Android Auto/Car-Play/CarLife head unit – does not switch on Info: Only for problem 2. The listed damage code is not to be considered as an acceptance of costs. The general guidelines in the Warranty Manual apply.
				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

		JEFVNUK		"Head unit function". Info: Only for problem 3. 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.
540650	MAINTAIN ON-BOARD ELECTRICAL SYSTEM VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)	---		Info: Only for problems 1 and 2:
540991	PROGRAM AND CODE CONTROL UNIT: .... (AFTER QUICK TEST)	---		Info: Only for problems 1 and 2:
541011	PERFORM QUICK TEST	---		Info: Only for problems 1 and 2: