

Audio 30/40 VIS (Garmin) head unit - Insufficient understanding when using hands-free system

Topic number	LI82.85-N-074921
Version	1
Function group	82.85 - Navigation and Communication systems
Date	6/3/22
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	Designation and remedy updated

Complaint

The person being called/caller is hard to understand when traveling at speeds greater than 80 km/h(50mph) in the vehicle.

Cause

Radio/radio - navigation (RD) control unit (N87/15) software

Remedy

Remedy of new software for radio/radio - navigation (RD) control unit (N87/15) is expected to be available in Q4/2022.

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

Symptoms
Communication/information > Communication > Mobile phone > Telephone > Poor understanding
Communication/information > Communication > Mobile phone > Telephone > Other party cannot be heard
Communication/information > Communication > Mobile phone > Telephone > Person on other end can be poorly/hardly heard

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

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

