

## Audio 30/40 VIS (Garmin) head unit - Troubleshooting guide/questionnaire (vehicle with code E2R - RADIO GENERATION 2)

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Topic number	LI82.85-N-074925
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	Remedy updated

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### Complaint

In order to better analyze the situation in the field and the wide variety of complaints relating to the Metris Infotainment System Audio 30/40 (GARMIN), a questionnaire must be completed and a log file created for the aforesaid component when a complaint is made.

In addition, please create a PTSS case and add the questionnaire and the log file to this as attachments.

The procedure for completing the questionnaire and creating the log file is described under "Remedy"

It is particularly important that you pay attention to the checklist and the requirements for creating a PTSS case (see point 5 "Remedy") relating to the Metris Infotainment System Audio 30/40 (GARMIN)

### Cause

Under analysis

### Remedy

**IMPORTANT:**

Before creating a PTSS case, it is essential to check whether a LI for a complaint has already been published and whether the Metris Infotainment System Audio 30/40 (GARMIN) has the latest software release installed.

Only LOG files which have been generated with the latest software release can help with the analysis

Note:

If there are faults present in the radio/radio - navigation (RD) control unit (N87/15), these must be processed first before creating a PTSS case

# XENTRY TIPS

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Errors in the quick test that are related to the complaint (e.g. voltage drops, insufficient battery voltage, network errors, etc.) must be processed as a matter of priority, even if no errors are stored in the radio/radio - navigation (RD) control unit (audio) (N87/15).

## 1. Check and, if necessary, update software release in radio/radio - navigation (RD) control unit (N87/15).

1.1 If latest software is already installed in control unit, continue with step 2; otherwise continue with step 1.2.

1.2 If the part number of the installed SW differs from the part number of the latest SW, install the latest SW release and re-assess the complaint.

a) If the problem has been rectified, there is no need to create a PTSS case. Hand the vehicle over to the customer as it is.

b) If the complaint is still present as before, continue with step 2.

Always attach a control unit programming log (if necessary), the current quick test and a control unit log for the radio/radio - navigation (RD) control unit (N87/15) to the PTSS case

## 2. Attempt to reproduce customer complaint and create log file shortly after it occurs.

Instructions:

a) After each error occurs (max. 1 hour afterward, no ignition change), press and hold the home button at the top left for approx. 6 seconds. The radio then saves an internal log file. There is no acoustic or visual feedback for this.

Note: If an ignition change has taken place, the error is no longer recorded

b) Connect a USB flash drive (either NTFS or FAT32) to any USB port on the radio.

Note: The USB flash drive must contain a text file with the name "garmin\_report.txt". This file can be found in the attachment and must be saved to an empty USB stick under the name "garmin\_report.txt" (not attachment\_XXXX.txt).

c) The log file is then copied automatically to the USB flash drive. (Example: "report-20200814111337.zip")

d) Save the log file to the PTSS case as an attachment and in the description, state which complaint it refers to (e.g. "screen freezes").

Note: If the complaint cannot be reproduced, but the customer is willing to assist, the customer can be shown how to carry out operation step 2a) to create the log file themselves.

Then once the vehicle is in the workshop, the log file can be downloaded and attached to the case.

## 3. Add a detailed video to case as an attachment.

If the complaint can be reproduced and repeated, a detailed video of the complaint must be attached to the PTSS case (Max. file size of attachment: 100 MB)

The following must be clearly visible and recognizable on the video:

- The actions of the customer and how the system malfunctions
- Connected accessories (smartphone, USB, cable...)
- Speed of vehicle (instrument cluster) if the complaints are associated with vehicle dynamics
- Radio display

# XENTRY TIPS

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## 4. Complete questionnaire

To do so, open the attached .txt file and provide an informative and clear answer to each question.

Then save the file locally, entering the case number as the name, and attach it to the PTSS case

Hand-written and scanned documents will not be accepted as answers.

Use the example in the Annex to assist you when answering the questionnaire in the PTSS case

Note: It makes sense to consult the customer when answering the questions, if he/she is willing and available.

## 5. Mandatory checklist and basic requirements for creating a PTSS case:

1. Has the software release in the radio/radio - navigation (RD) control unit (N87/15) been checked and, if necessary, updated?
2. Have the control unit programming log, current quick test and control unit log for the radio/radio - navigation (RD) control unit (N87/15) been attached to the case?
3. Errors in other control units potentially related to complaint (e.g. voltage drops, insufficient battery voltage, network errors, etc.) successfully processed?
4. Questionnaire completed in full, named correctly (case number) and added to case as attachment?
5. Log file attached to PTSS case and assigned to relevant complaint?
6. Video attached to case?
7. Comment fields "Customer complaint (customer view)" and "Workshop findings (detailed technical description)" completed in a traceable and comprehensible manner?
8. Steps already taken are listed in comment field "Measures performed and results obtained". (E.g. software release of radio checked and updated, questionnaire, etc...)?
9. "Status data" tab contains as many details as possible?

If all questions can be answered with "Yes", the PTSS case is complete and can be sent.

### Important note:

If the requirements for creating a PTSS case relating to the Metris Infotainment System Audio 30/40 (GARMIN), as described under Point 5 are not met, we reserve the right to return the case to the workshop and request a rework.

In order to be able to work effectively to achieve an outcome, as many details as possible are required. Please work with the customer as best you can. Any information is helpful here.

Queries and reworking tie up resources unnecessarily, which in turn means that it takes even longer to respond to/clarify the case

Attachments	
File	Description
<a href="#">garmin_report.txt</a>	
<a href="#">Questionnaire GARMIN_en.txt</a>	questionnaire
<a href="#">Example_Questionnaire GARMIN_en.pdf</a>	example of questionnaire filled out

# XENTRY TIPS

Symptoms
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 > Screen/display > Display lighting faulty
Communication/information > Entertainment > Radio > Individual functions are not selectable/not available in radio mode
Communication/information > Entertainment > Radio > Does not store selected station
Communication/information > Entertainment > Radio > Malfunction
Communication/information > Entertainment > Radio > Bad sound quality
Communication/information > Entertainment > Audio/Sound > Speakers emit interference noise
Communication/information > Entertainment > Audio/Sound > Poor audio quality
Communication/information > Entertainment > Audio/Sound > Misfire
Communication/information > Entertainment > Overall system/system error > System starts up at random
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/system error > System operable/Display faulty
Communication/information > Communication > Navigation > Navigation - Function > Individual functions are not selectable/not available in navigation mode
Communication/information > Communication > Navigation > Navigation - Function > Driving directions incorrect/navigation system imprecise
Communication/information > Communication > Navigation > Navigation - Function > Route guidance incorrect/im-plausible

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
				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". 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.