

Sound system: Intermittent loss of sound after engine start

Topic number	LI82.62-P-058583
Version	2
Design group	82.62 Loudspeakers, amplifiers, antennas
Date	05-21-2014
Validity	Model 166, 231 with code 810 (Harman Kardon Logic 7 surround sound system)
Reason for change	Symptoms expanded
Reason for block	

Complaint:

Intermittently no audio output, regardless of the selected audio source (radio, CD, USB) immediately after engine start.

When the complaint is active, the COMAND Online control unit (A40/3) or Audio20 control unit (A2) can still be operated. However, when the MOST ring subscribers are selected (Media Interface, TV, DAB), the fault message "Media Interface unavailable" or "Device unavailable" appears in the Audio/COMAND display (A40/8).

In the quick test, the fault codes "A27B: The specified and actual configurations of the MOST components are different" and/or "A22D: The automatic addressing or the programming is faulty" may be stored in the COMAND Online control unit (A40/3) / Audio20 control unit (A2).

Note:

The complaint usually occurs in cold outside temperatures.

After bus idle (lock vehicle for approx. 5 minutes), the problem is usually rectified temporarily.

Cause:

Software release of sound system control unit (N40/3).

Remedy:

Perform software update of sound system control unit (N40/3) to software release 14/03.01 or higher.

This software release is expected to be available as of Xentry Telematics CD/DVD 03/2014 (A1668271800, A1668271900, A1668272000) or newer.

Symptoms
Communication/information / Entertainment / Video TV/DVD / TV mode is not selectable
Communication/information / Entertainment / Video TV/DVD / Individual functions are not selectable/not available
Communication/information / Entertainment / Audio / Volume adjustment function error
Communication/information / Entertainment / Audio / Speakers emit no sound
Communication/information / Entertainment / Audio / Misfire
Communication/information / Entertainment / Video TV/DVD / TV mode function error
Communication/information / Entertainment / Digital radio/Satellite digital audio radio / Unavailable in MOST
Communication/information / Entertainment / Media interface (UMI/UCI) / Menu cannot be selected/is not available

Control unit/fault code		
Control unit	Fault code	Fault text
Audio - Audio or COMAND (A2 - A40/3) (HU45)	A27B	The specified and actual configurations of the MOST components are different.
Audio - Audio or COMAND (A2 - A40/3) (HU45)	A22D	The automatic address allocation or the programming is faulty.

Work units				
Op. no.	Operation text	Time	Damage code	Note
54-0991	CONTROL UNIT: INSTALL SOFTWARE (AFTER QUICK TEST)		82557 EP	
54-0650	ON-BOARD POWER SUPPLY VOLTAGE MAINTAIN (WHEN CHECKING/ TESTING AND TROUBLESHOOTING)			
54-1011	SHORT TEST PERFORM			

Validity		
Vehicle	Engine	Transmission
GL (166)	*	*
M (166)	*	*
SL (231)	*	*

Full model designation breakdown		
Vehicle	Engine	Transmission
166.003	651.960	722.908
166.004	651.960	722.908
166.023	642.826	722.903
166.023	642.826	725.031
166.024	642.826	722.903
166.024	642.826	725.031
166.055	276.955	722.906
166.056	276.821	722.904
166.057	276.955	722.906
166.058	276.955	722.906
166.062	276.821	722.904
166.073	278.928	722.909
166.073	278.928	725.031
166.073	278.928	725.032
166.074	157.982	722.905
166.074	157.982	722.931

166.823	642.826	722.903
166.823	642.826	725.031
166.824	642.826	722.903
166.824	642.826	725.031
166.856	276.821	722.904
166.864	276.821	722.904
166.872	278.928	722.909
166.872	278.928	725.031
166.872	278.928	725.032
166.872	278.928	725.033
166.873	278.928	722.909
166.873	278.928	725.031
166.873	278.928	725.032
166.873	278.928	725.033
166.874	157.982	722.905
166.874	157.982	722.931
231.457	276.954	722.906
231.465	276.825	722.904
231.473	278.927	722.909
231.474	157.983	722.931
231.479	279.981	722.932