

## Sound system: Intermittent loss of sound after engine start

Topic number	LI82.62-P-058583
Version	1
Design group	82.62 Loudspeakers, amplifiers, antennas
Date	02-27-2014
Validity	Model 166, 231 with code 810 (Harman Kardon Logic 7 surround sound system)
Reason for change	
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) can still be operated. However, when the MOST ring subscribers are selected (Media Interface, SDAR), 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 will be available as of Xentry Telematics CD/DVD 03/2014 (A1668271800, A1668271900, A1668272000) or newer.

<b>Symptoms</b>
Communication/information / Entertainment / Audio / Volume adjustment function error
Communication/information / Entertainment / Audio / Speakers emit no sound
Communication/information / Entertainment / Audio / Misfire

<b>Control unit/fault code</b>		
Control unit	Fault code	Fault text

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

Validity		
Vehicle	Engine	Transmission
166.003	*	*
166.004	*	*
166.023	*	*
166.024	*	*
166.055	*	*
166.056	*	*
166.057	*	*
166.058	*	*
166.062	*	*
166.073	*	*
166.074	*	*
166.823	*	*
166.824	*	*
166.856	*	*
166.872	*	*
166.873	*	*
166.874	*	*
SL (231)	*	*