
Audio20: The radio function is not selectable.

Topic number	LI82.85-P-060162
Version	3
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-05-2015
Validity	Model 205 with code 520 (Audio 20 radio with USB interface NTG5) or code 522 (Audio20 NTG5 radio with navigation capability).
Reason for change	Remedy adapted.
Reason for block	

Complaint:

Occasionally the radio function cannot be selected either using the direct select button on the upper control panel control unit (N72/1) or via the menu in the Audio20 control unit (A26/17) using the rotary pushbutton.

Note: The complaint occurs more often in border regions.

Cause:

Software release of Audio20 control unit (A26/17).

Remedy:

Software update of Audio20 control unit (A26/17).

The required software is expected to be available from mid-June 2015 with Regio-DVD 05/2015.

Note:

Replacing the Audio20 control unit (A26/17) does not remedy the complaint.

A temporary remedy can be achieved by resetting the Audio20 control unit (A26/17) to the manufacturer default settings in the system settings or by a head unit reset (hold down the "ON button" for 10 seconds).

Symptoms
Communication/information / Entertainment / Radio / Radio mode is not selectable
Communication/information / Entertainment / Radio / Individual functions are not selectable/not available in radio mode
Communication/information / Entertainment / Radio / Cuts out intermittently
Communication/information / Entertainment / Radio / Nonfunctional
Communication/information / Entertainment / Radio / Device unavailable
Communication/information / Entertainment / Radio / Wrong display content
Communication/information / Entertainment / Audio/COMAND controller / Individual functions are not selectable/not available
Communication/information / Entertainment / Radio / Radio station list is unavailable

Work units

Op. no.	Operation text	Time	Damage code	Note
54-0650	MAINTAIN ON-BOARD ELECTRICAL SYSTEM VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)	1 AW	8210N F3	
54-1011	PERFORM QUICK TEST	3 AW	8210N F3	
82-9905	PERFORM SOFTWARE UPDATE FOR RADIO/COMAND	4 AW	8210N F3	

Validity		
Vehicle	Engine	Transmission
205.002	*	*
205.003	*	*
205.004	*	*
205.007	*	*
205.008	*	*
205.009	*	*
205.012	*	*
205.036	*	*
205.037	*	*
205.040	*	*
205.042	*	*
205.045	*	*
205.048	*	*
205.049	*	*
205.066	*	*
205.086	*	*
205.087	*	*
205.140	*	*
205.142	*	*
205.145	*	*
205.204	*	*
205.207	*	*
205.208	*	*
205.209	*	*
205.212	*	*
205.236	*	*
205.237	*	*
205.240	*	*
205.242	*	*
205.245	*	*
205.247	*	*
205.266	*	*

205.286	*	*
205.287	*	*