

Audio20: The CD function is not selectable.

Topic number	LI82.85-P-061732
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-26-2015
Validity	Model 205 with code 522 (Audio20 NTG5 radio with navigation capability).
Reason for change	
Reason for block	

Complaint:

The Audio20 control unit (A26/17) no longer recognizes any CDs. The central display (A40/8) shows the fault message "CD unreadable".

Cause:

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

Remedy:

Perform software update of Audio20 control unit (A26/17) to software release 15/04.00 or newer.

The required software is available with Regio-DVD 05/2015.

Note:

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

A temporary remedy can be obtained by resetting the Audio20 control unit (A26/17) to the manufacturer default settings in the system preferences.

Symptoms
Communication/information / Entertainment / CD/DVD drive / CD mode is not selectable
Communication/information / Entertainment / CD/DVD drive / CD/DVD is not ejected
Communication/information / Entertainment / CD/DVD drive / CD/DVD is not drawn in
Communication/information / Entertainment / CD/DVD drive / CD/DVD is not read
Communication/information / Entertainment / CD/DVD drive / CD/DVD jumps
Communication/information / Entertainment / CD/DVD drive / Nonfunctional
Communication/information / Entertainment / CD/DVD drive / Individual functions are not selectable/not available in CD mode
Communication/information / Entertainment / CDC drive / CDC mode is not selectable
Communication/information / Entertainment / CDC drive / CD is not drawn in
Communication/information / Entertainment / CDC drive / CD is not ejected
Communication/information / Entertainment / CDC drive / CD is not read
Communication/information / Entertainment / CDC drive / CD becomes scratched
Communication/information / Entertainment / CDC drive / CD jumps

Communication/information / Entertainment / CDC drive / Nonfunctional
Communication/information / Entertainment / CDC drive / Individual functions are not selectable/not available in CDC mode
Communication/information / Entertainment / CDC drive / Magazine does not load
Communication/information / Entertainment / CD/DVD drive / CD/DVD mode function error
Communication/information / Entertainment / CD/DVD drive / CD/DVD mode function error

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	82856 F9	
54-1011	PERFORM QUICK TEST	3 AW	82856 F9	
82-9905	PERFORM SOFTWARE UPDATE FOR RADIO/COMAND	4 AW	82856 F9	

Validity			
	Vehicle	Engine	Transmission
	205.002	*	*
	205.003	*	*
	205.004	*	*
	205.005	*	*
	205.007	*	*
	205.008	*	*
	205.009	*	*
	205.012	*	*
	205.036	*	*
	205.037	*	*
	205.040	*	*
	205.042	*	*
	205.043	*	*
	205.044	*	*
	205.045	*	*
	205.047	*	*
	205.048	*	*
	205.049	*	*
	205.064	*	*
	205.066	*	*
	205.086	*	*
	205.087	*	*
	205.140	*	*

205.142	*	*
205.143	*	*
205.145	*	*
205.148	*	*
205.164	*	*
205.204	*	*
205.205	*	*
205.207	*	*
205.208	*	*
205.209	*	*
205.212	*	*
205.236	*	*
205.237	*	*
205.240	*	*
205.242	*	*
205.243	*	*
205.244	*	*
205.245	*	*
205.247	*	*
205.248	*	*
205.264	*	*
205.266	*	*
205.286	*	*
205.287	*	*