

Audio 20 NTG5*1: Unit switches itself off and on again without obvious cause. The telephone menu cannot be activated.

Topic number	LI82.60-P-064266
Version	1
Design group	82.60 Radio, audio/video systems
Date	06-10-2016
Validity	BR 117, 156, 176, 207, 212, 218, 246 with Audio 20 (code 505 or 520 or 522)
Reason for change	Initial creation
Reason for block	

Complaint:

The Audio 20 (A2) switches itself off and on again without obvious cause.

The telephone menu cannot be selected or permanently displays "Activating".

Cause:

This behavior can occur because of certain actions by the customer during the process of pairing a new telephone with the HU.

Remedy:

The constant HU reset can be interrupted using a dedicated XENTRY sequence.

In the XENTRY control units menu of the A2 - Audio 20, select the "Special processes" tab. In the window that opens, call up "Audio 20 special process: Unexpected control unit reset".

Select "Yes" to launch the automated process.

A user data reset MUST be performed afterwards. To do this, follow the instructions in XENTRY strictly and confirm with "Yes".

In the subsequent process, the HU is flashed and then SCN-coded, which is the same as the familiar flashing sequence.

NOTE:

During this special process, the HU is briefly recoded, therefore it is absolutely essential that the XENTRY process is followed exactly and not interrupted!

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Telephone mode is not selectable
Communication/information / Entertainment / Overall system/system error / System shuts down completely and then restarts
Communication/information / Entertainment / Overall system/system error / System shuts down at random

XENTRY TIPS

Control unit/fault code		
Control unit	Fault code	Fault text
A2 / A40/3 / A26/17 - Audio or COMAND (HU5_ENTRY)	-	-