



USB DEVICE IS NOT DETECTED BY CHAMP2 HEAD UNIT

MODEL

R55 (Cooper, Cooper S Clubman)	R56 (Cooper, Cooper S Hardtop 4 door)	R57 (Cooper, Cooper S Convertible)	R58 (Cooper, Cooper S Hardtop 2 door)
R59 (Cooper, Cooper S Roadster)	R60 (Cooper, Cooper S Countryman)	R61 (Cooper, Cooper S Paceman)	

SITUATION

Media connected to the USB connector is not recognized by the audio system.

Playback of files from the media is not possible.

Message displayed on the audio system display:

- "Title cannot be reproduced"
- "Is being read" (but never plays back any audio)

CAUSE

Media with data files stored in more than 32 directories or 32 subdirectories within a directory.

Media with a large number of files.

Media exceeds total storage capacity of 32 GB.

PROCEDURE

For conditions that are similar to the situation described:

Verify proper operation of the USB interface by attempting to playback files from USB media that contains a small number of files/directories.

Was the media able to be read?

NO – continue diagnosis with ISTA.

YES – Inform customer of the capacity limits of the USB interface:

- Media total storage capacity should not exceed 32GB.
- Root directory should contain less than 32 directories
- Every directory should contain less than 32 subdirectories.



Note: Parts replacement or additional repair work is not indicated for this situation and

will not solve the problem.

WARRANTY INFORMATION

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