XENTRY TIPS

Audio20: Audio20 starts and switches off again, cannot be operated, no audio available, display flickers or has vertical stripes

Topic number	LI82.85-P-060258
Version	7
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	08-29-2016
Validity	Model 205, 253 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:

The Audio20 control unit (A26/17) exhibits one or more of the following problems:

• The Audio20 control unit (A26/17) starts up, can be operated and then switches itself off again. This procedure can be repeated continuously (cyclical reset). The period of time in which the Audio20 control unit (A26/17) performs this cyclical reset can vary from just a few seconds to several minutes.

• The Audio20 control unit (A26/17) cannot be operated using the buttons or via the Audio/COMAND control panel (A40/9). Audio may also no longer be available.

• During operation, the Audio/COMAND display control unit (A40/8) switches itself off and then on again. This procedure can be repeated continuously.

• The central display flickers or vertical stripes can be seen (cf. attachment).

• In the quick test, the fault code B227D00 "The watchdog function has detected an internal error in the software." is logged in the Audio20 control unit (A26/17).

• It is not possible to perform a software update of the Audio20 control unit (A26/17) using XENTRY Diagnostics.

Note: These complaints mostly occur with media connected/inserted (e.g. CD, USB, SD card, mobile phone, iPod or iPad).

Attachments	
File	Description
Vertikale Streifen1.jpg	Vertical stripes 1
Vertikale Streifen2.jpg	Vertical stripes 2
Vertikale Streifen3.jpg	Vertical stripes 3
Vertikale Streifen4.jpg	Vertical stripes 4

Cause:

Aspects of software release of Audio20 control unit (A26/17).

Software version of Garmin SD card.

Remedy:
Reset the customer-specific data and then perform a software update of the Audio20 control unit (A26/17).

1. Eject/disconnect all media (CD, DVD, USB, SD card, mobile phone, iPod or iPad). If the Audio20 control unit (A26/17) performs a cyclical reset, the Audio20 (A26/17) can be operated for a brief moment after following a head unit reset (hold down the ON button for 10 seconds). In this moment the "Eject" button should be pressed in order to eject any CD which may be in the drive.

2. If the cyclical reset allows it: Export the customer-specific data of the Audio20 (A26/17) to a USB stick via the system settings of the Audio20 control unit (A26/17).

3. Reset the customer-specific data in the Audio20 control unit (A26/17) via the system settings of the Audio20 control unit (A26/17).

4. a) Software update of Audio20 control unit (A26/17) using XENTRY Diagnostics to software release 15/52.01 or higher. This software release is available with the Regio-DVD 05/2016 (HLI 000 000 21 87) or later.

b) Perform software update of Garmin SD card to software release 28.18, 16/03.00 or higher. This software release has been available online since week 18/2016 via Download Managers version 2.0.28 or higher.

5. If the customer-specific data was previously exported: Reimport the saved customer data from the USB stick via the system settings of the Audio20 control unit (A26/17).

Note: A software update or replacement of the Audio/COMAND display control unit (A40/8) does not remedy the complaint.

Symptoms
Communication/information / Entertainment / Screen/display / Display dark -System running
Communication/information / Entertainment / Radio / Nonfunctional
Communication/information / Entertainment / Overall system/system error / System starts up at random
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
Communication/information / Entertainment / Overall system/system error / System cannot be operated/audio and video present
Communication/information / Entertainment / Screen/display / Frozen screen -system runs
Communication/information / Entertainment / Radio / No audio
Communication/information / Entertainment / Radio / Device unavailable
Communication/information / Entertainment / Screen/display / Some menus cannot be selected
Communication/information / Entertainment / Overall system/operation / Button nonfunctional
Communication/information / Entertainment / Audio/COMAND controller / Nonfunctional
Communication/information / Entertainment / Audio/COMAND controller / Individual functions are not selectable/not available
Communication/information / Entertainment / Radio / Turns on without obvious cause
Communication/information / Entertainment / Radio / Goes off without obvious cause
Communication/information / Entertainment / Overall system/system error / System operable/Display faulty

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
54-0650	MAINTAIN ON-BOARD ELECTRICAL SYSTEM VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)		87100 R3	
54-1011	PERFORM QUICK TEST		87100 R3	
82-9905	PERFORM SOFTWARE UPDATE FOR RADIO/COMAND		87100 R3	
82-9920	PERFORM SOFTWARE UPDATE FOR NAVIGATION BOX		87100 R3	

WIS-References

Document number	Title	Note	Allocation
SI82.61-P-0002A	Service Information: Notes on handling the SD card navigation system Garmin MAP PILOT		Remedy