

NTG5*1, Audio 20: Connected USB devices are no longer detected by the multimedia connection unit. Also with Smartphone Integration Package

Topic number	LI82.85-P-066037
Version	3
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	12-12-2017
Validity	NTG5*1 with Audio 20 (code 505, 520 and (522 with code B54 or code 367)) or NTG5*1 with Audio 20 (code 505, 520 and (522 with code B54 or code 367)) with Smartphone Integration Package (code 14U)
Reason for change	Validity adapted, code B54 and code 367 added.
Reason for block	

Complaint:

1.)

On vehicles with NTG5*1, Audio 20, the multimedia connection unit (A90/5) detects the connected media only sometimes or not at all.

- USB flash drives are sometimes not recognized, but then are recognized again at a later time.

2.)

The CarPlay (16U) or AndroidAuto (17U) function detects a mobile phone connected to the multimedia connection unit (A90/5) only sometimes or not at all.

Cause:

Interference on the USB connecting line between the head unit and the multimedia connection unit (A90/5) can result in the customer complaints described.

Right-hand drive vehicles in particular are affected.

Remedy:

Install adapter wiring harness as per instructions. See attachment.

NOTE: The adapter wiring harness replaces the wiring harness in the center console / armrest between the multimedia connection unit (A90/5) and the connecting point under the head unit.

Any other or additional adapter wiring harnesses are not to be used in future.

XENTRY TIPS

1. Replace multimedia connection unit.

Note:

Before replacing a multimedia connection unit, please make sure that the complaint is not caused by a different root cause.

To do this, it is essential to check the connection unit using different USB flash drives (brands, storage capacities ...), if available.

Attachments	
File	Description
Montageanleitung Deutsch.pdf	Installation instructions "Electrical wiring harness for multimedia box", version in German
Montageanleitung Englisch.pdf	Installation instructions "Electrical wiring harness for multimedia box", version in English

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Telephone/cell phone is not detected
Communication/information / Entertainment / USB input / Not detected

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

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 176 540 31 04			Multimedia box electrical wiring harness	1	The wiring harness replaces the harness installed at the factory. Always follow the installation instructions in the attachment.	X

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			820D2 E9	
			8231V E9	