

Audio20: Touchpad partially or intermittently inoperative

Topic number	LI82.85-P-062039
Version	6
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	01-25-2017
Validity	Model 205 with code 522 (Audio 20 NTG5 radio)
Reason for change	Damage code adjusted.
Reason for block	

Complaint:

a) The Audio20 (A26/17) can occasionally still be operated via the touchpad (A105) although this has been deactivated in the system settings of the Audio20 (A25/17).

Note: Character recognition is inoperative when this complaint occurs.

b) After the software update of the Audio20 control unit (A26/17) to software release 15/20.00 or higher, it may sometimes no longer be operable via the touchpad (A105).

Cause:

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

Remedy:

a) Software update of Audio20 control unit (A26/17) to software release 15/20.00 or higher.

This software release is expected to be available as of Regio-DVD 09/2015 (HLI 000 000 21 73).

As a short-term remedy, the touchpad can be reactivated and deactivated again in the vehicle preferences (System settings -> Touchpad) of the Audio20 control unit (A26/17).

b) Activation of the touchpad (A105) in the vehicle preferences (System settings -> Touchpad) of the Audio20 control unit (A26/17).

Note: Replacing the Audio20 control unit (A26/17) or the touchpad (A105) does not remedy the complaint.

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode
Communication/information / Communication / Navigation / Navigation - Function / Error when entering destination
Communication/information / Entertainment / Overall system/operation / Button jams
Communication/information / Entertainment / Overall system/system error / System cannot be operated/audio and video present
Communication/information / Entertainment / Overall system/operation / Button nonfunctional

XENTRY TIPS

Communication/information / Entertainment / Audio/COMAND controller / Nonfunctional

Communication/information / Entertainment / Audio/COMAND controller / Individual functions are not selectable/not available

Communication/information / Communication / Navigation / Mobile navigation unit / Function error
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Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-0650	MAINTAIN BATTERY VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)		87100 EA	
54-1011	PERFORM QUICK TEST		87100 EA	
54-0991	CONTROL UNIT INSTALL SOFTWARE (AFTER QUICK TEST)		87100 EA	