

## N40/3 Sound System (Code 810), Audio Playback faulty or malfunctioning completely

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Topic number	LI82.62-P-068051
Version	1
Function group	82.62 Loudspeakers, amplifiers, antennas
Date	05-03-2018
Validity	Model series 205, 253 with sound system (code 810)
Reason for change	Country distribution extended
Reason for block	

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### Complaint:

The audio playback from all sources is faulty or it fails completely.

Affects vehicles with sound system (code 810) with COMAND or Audio 20.

The sound control unit (N40/3) may contain visible traces of moisture.

### Cause:

Possibly the sound control unit.

### Remedy:

**IMPORTANT** - Note the various remedies for the affected model series at all times!

Only valid for model series 205.0:

1. Remove trunk interior trim on right side.
2. Perform leak test in area of weld seam sealing on right side.
3. Special attention should be paid to the area of the expansion rivet.
4. Rectify any leaks. To do so, check, if expansion rivet is correctly seated.

See also pictures in attachment.

Only valid for model series 253:

1. Check trunk lining and loading floor for traces of moisture.
2. Remove load compartment floor and remove trunk interior trim on right side.
3. Check plastic cover above sound control unit N40/3 (see attachment "Model series 253, modified cover A253 684 20 00.pdf").

- Figure "A" shows previous variant,

- Figure "B" shows new, modified variant.

# XENTRY TIPS

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4. If variant "A" is to be installed, a new modified cover must be installed, the part number has not changed yet, but the replacement parts store has cleared it out and now only the new, modified variant "B" is shipped as the replacement part.

- The side trim in the area of the modified cover may need to be adapted.

5. If necessary, replace the sound control unit N40/3.

Extensive analyses have shown that the customer is responsible for causing the moisture damage.

Attachments	
File	Description
Bereich Spreizniet.pdf	Only valid for model series 205, NOTE: Shown on model series 213.
BR253, geänderte Abdeckung A253 684 20 00.pdf	Only valid for model series 253, modified cover in load compartment at right under carpet.

Symptoms
Communication/information / Entertainment / Audio/Sound / Speakers emit no sound
Communication/information / Entertainment / Audio/Sound / Several speakers are nonfunctional
Communication/information / Entertainment / Audio/Sound / Misfire

Control unit/fault code		
Control unit	Fault code	Fault text
N40/3 - Sound system (SOUND) (SND5)	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			69P17 38	The damage code is to be used for model series 205.0 only.
			69B17 38	The damage code is to be used for model series 205.0 only.