

205/253 Audio 20 Head Unit slow function / inoperable

Topic number	LI82.60-P-067919
Version	7
Function group	82.60 Radio, audio, video systems
Date	05-18-2018
Validity	205/253 with SA codes 522+536
Reason for change	Remedy and SW update process clarified
Reason for block	

Complaint:

Audio 20 Head-Unit overall performance may degrade/slow-down. If this occurs, the head unit does not respond to user input and the user may experience loss of audio function. "Device Unavailable" may be displayed in head unit and instrument cluster.

This complaint occurs only with vehicles equipped with SIRIUSXM Satellite Radio (A90/4 SDARS) control unit.

Cause:

Possibly storage space and memory allocation of the Audio 20 head unit.

Remedy:

<title>If vehii</title>

Update Audio 20 head unit with SW (1) 50.8 (permanent fix), this SW will be part of Regio-DVD 07/2018. You can perform the software update using one of the methods outlined in A or B below.

Important:

In both methods, Do NOT bypass any of the MOST/Telematics ECUs during the software update, leave the MOST ring intact. This SW is the final remedy, just proceed to perform a normal software update from the control unit.

Update Method A: Download software from the Server (quicker) -- Please ensure you follow the directions:

- 1) The link to download: https://daimlerdownloads-a.akamaihd.net/e/DLP_special_files/HLI0000003184.zip
2. Save the zip-file on an empty USB-device (do not unzip).
- 3) Insert the USB device containing head unit software E50.8 or E150.8 in the USB Port of your Diagnosis-System (Kit 2 --> Connect, Kit 3 --> Tab)
- 4) After inserting the USB device, start your diagnosis session and perform the head unit software update via Control Units Adaptations.

NOTE: Do NOT USE Special Functions method to perform the update.

NOTE: If the USB Stick is not inserted in XENTRY prior to starting the update process, the process may fail as XENTRY may not be able to be "pointed" to the USB drive to find the software.

XENTRY TIPS

5) Follow XENTRY directions, depending on the SW levels of other Telematics ECUs (Satellite Radio, Sound Amplifier if equipped), these ECUs may need to be updated as well.

Update Method B: Order Regio-DVD 07/2018 (HLI0000003184) ahead of push to dealerships (should be available in week 22).

Symptoms
Communication/information / Entertainment / Radio / Individual functions are not selectable/not available in radio mode
Communication/information / Entertainment / Radio / Malfunction
Communication/information / Entertainment / Radio / No audio
Communication/information / Entertainment / Radio / Device unavailable
Communication/information / Entertainment / Screen/display / Indicator manual adjustment nonfunctional

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8270K E9	
54-0650	12V BATTERY CHARGER			
82-7481	UPDATE SD CARD IF NECESSARY			
82-9905	UPDATE SOFTWARE, UNPLUG/PLUG MOST CONNECTOR, ALL BILLED UNDER THIS OPCODE. BILLABLE UP TO 1.1HR			billable up to 1.1 hour max