

Smart audio system - Radio inoperative - New software available

Topic number	LI82.60-P-063836
Version	3
Function group	82.60 Radio, audio, video systems
Date	01-16-2019
Validity	BR453 with smart audio system, SA code 537/561/505/562
Reason for change	New software available
Reason for block	

Complaint:

The Audio radio (A2) (smart audio system) does not work and shows a display message similar to that in the attachment.

Radio was previously programmed using XENTRY Diagnosis.

Attachments	
File	Description
IMG_2513[1].JPG	Display message

Cause:

May be due to the USB software being not installed, incorrect, or incomplete.

Remedy:

Perform control unit programming "A2 - Radio - smart audio system (Audio)".

Please follow the description in XENTRY Diagnosis. The additionally required USB software can be found in the XENTRY Portal:

Mercedes-Benz XENTRY Portal home screen ->Maintenance & repair ->Workshop equipment ->Downloads & updates ->Software updates -> W 453 589 xx xx xx

When selecting the USB software, always make sure that the assignment to the CAN software is correct; refer to the explanation for the appropriate USB software in the XENTRY Portal.

SCN coding must be performed after successful programming.

Symptoms
Communication/information / Entertainment / Radio / Malfunction
Communication/information / Entertainment / Audio/Sound / Speakers emit no sound
Communication/information / Entertainment / Radio / No audio

XENTRY TIPS

Attachments

IMG_2513[1].JPG:

