

Audio 30/40 VIS (Garmin) head unit - After ending a telephone call via Apple CarPlay, the radio can no longer be operated

Topic number	LI82.85-N-074919
Version	1
Function group	82.85 - Navigation and Communication systems
Date	6/3/22
Validity	Model 447.6/7 with code E3C (Audio 30) and code E2R (Radio generation 2) Model 447.6/7 with code EA4 (Audio 40) and code E2R (Radio generation 2)
Reason for change	Remedy updated

Complaint

As soon as a telephone call via Apple CarPlay is ended, the connection to the customer's connected smartphone is disconnected and the radio/radio - navigation (RD) control unit (N87/15) can no longer be operated.

Cause

1. Radio/radio - navigation (RD) control unit (N87/15) software
2. Apple iOS software status

Remedy

1. Update radio/radio - navigation (RD) control unit (N87/15) software to the latest software status.
2. Update software of customer smartphone to current iOS version.

Note: Please refer to this LI in the "Notes" section of the warranty claim

Symptoms
Communication/information > Entertainment > Overall system/system error > System cannot be operated/audio and video present
Communication/information > Entertainment > Overall system/system error > System operable/Display faulty

Control unit/fault code	
Control unit	Fault text
N87/15 - Radio / Radio - Navigation (RD)	

Operation numbers/damage codes

XENTRY TIPS

Op. no.	Operation text	Time	Damage code	Note
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