

Audio 30/40 VIS (Garmin) head unit - DAB radio reception issues

Topic number	LI82.85-N-074920
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

- Regionally strong broadcasting stations are poorly received or not received at all.
- Interruptions to reception when driving

Cause

- Third-party installations (e.g. GPS trackers)
- Periphery of antenna (e.g. stone chipping on windshield, antenna amplifier, etc.)
- Broadcaster reception area reached, no alternative frequency available
- Radio/radio - navigation (RD) control unit (N87/15)

Remedy

Important note:

In light of this, we would like to point out that third-party electrical installations/electrical retrofitting operations in the vehicle can significantly contribute to faults.

The vehicle must always be checked in its standard condition.

The current global shortage of semiconductors has resulted in a delay in the production of the new hardware.

Remedy of new hardware for radio/radio - navigation (RD) control unit (N87/15) is expected to be available in Q4/2022.

Please do not replace any parts

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

XENTRY TIPS

Symptoms
Body > Special-purpose vehicles > Taxi > Antenna, taxi two-way radio > Poor reception
Communication/information > Entertainment > Radio > No audio
Communication/information > Entertainment > Digital radio/Satellite digital audio radio > No reception
Communication/information > Entertainment > Digital radio/Satellite digital audio radio > Sound interruption in digital mode

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

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note