

Audio 30/40 VIS (Garmin) head unit - Connection failure with smartphone integration

Topic number	LI82.85-N-074054
Version	3
Function group	82.85 - Navigation and Communication systems
Date	6/19/23
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

The connection of the customer's smartphone connected via the original USB cable is disconnected after an undefined period of time for no apparent reason.

The Apple iPhone 12 and subsequent models are primarily affected by this.

Cause

Hardware for radio control unit (Audio) (N87/15)

Remedy

Modification to hardware for radio control unit (Audio) (N87/15).

Note: In isolated cases, the replacement chain is not depicted correctly in XENTRY Parts Information (XPI). Please ensure that one of the following replacement part numbers (suitable for the vehicle equipment) is ordered:

- Audio30 - A4479002421
- Audio40 - A4479002721

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

Symptoms
Overall vehicle > Networking > Combination switch > Function error
Communication/information > Communication > Mobile phone > Telephone > Telephone mode is not selectable
Communication/information > Communication > Mobile phone > Telephone > Telephone/cell phone is not detected

XENTRY TIPS

Communication/information > Communication > Mobile phone > Telephone > Device error

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A4479002421			Audio 30 Head unit	1	May not show as supersession in XPI	X
A4479002721			Audio 40 Head Unit	1	May not show as supersession in XPI	X

Control unit/fault code

Control unit	Fault text
N87/15 - Radio / Radio - Navigation (RD) (HU447)	

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			820D2EN	Android Auto/CarPlay head unit function, telephone not recognized/charged