

Multimedia connection unit USB port: Data storage medium is not recognized (SA code 72B only)

Topic number	LI82.60-P-077958
Version	1
Function group	82.60 - Radio, audio, video systems
Date	6/17/24
Validity	Model series 206, 254, 214, 236, 223, 232, 294, 295, 296, 297, 192 with SA code 72B
Reason for change	

Complaint

USB port data storage medium is not recognized, but charging function is still available.

We are only aware of this complaint in a few isolated cases and it only occurs intermittently (not in every driving cycle).

Cause

Multimedia connection unit

Remedy

Replace the multimedia connection unit.

Affected item numbers:

A 214 820 81 00

A 223 820 14 05

Manufactured before 10/2023

modified parts have been manufactured since 10/2023.

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect

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Symptoms
Communication/information > Entertainment > iPod > Not detected
Communication/information > Entertainment > Media interface (UMI/UCI) > Data storage device cannot be read/is not detected
Communication/information > Entertainment > USB input > Malfunction
Communication/information > Entertainment > USB input > Not detected
Communication/information > Entertainment > USB input > Audio output faulty

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			820GR52	Please refer to this document when invoicing