

2006 Mercedes Benz Truck ML 500 (164.175) V8-5.0L (113.964)

Vehicle > Technical Service Bulletins

CD/DVD IS NO LONGER EJECTED



- CD/DVD is no longer ejected -

Topic number LI82.60-P-053573
Version 2
Design group 82.60 Radio, audio, video systems
Date 12-01-2016
Validity All model series
Reason for change Vehicle validity extended

Complaint

CD/DVD is no longer ejected from the drive of the COMAND unit (A40/3), Audio 50 (A2/56) or Audio 20 (A2)

Cause

- CD/DVD drive inoperable
- Use of excessively thick CD/DVDs (see operating instructions)
- Use of "Shape" CD/DVDs (CD/DVDs that are not round)
- Detached labels blocking the CD/DVD drive

Remedy

Keep eject button depressed for longer than 10 seconds (drive is reinitialized, Audio 20).

Deenergize the unit and press the eject button again.

If the CD/DVD is ejected, do not replace unit. If the CD/DVD is not ejected, proceed as follows:

- Remove the inoperable unit with the CD/DVD in the drive. Do not open the unit.
- Return the unit to the warranty/returns process through the usual channels in your country.
- If the unit is opened or damaged during an attempt to remove the CD/DVD, the warranty claim will be rejected.

Note:

During the warranty inspection process, it is possible to have the customer's media (CD/DVD) in the unit sent back during the warranty period from the QEC. Information on the return delivery process can be found in the specified Service Information.

WIS references

Document number	Title	Note	Allocation
SI82.60-P-0010A	Return delivery process for customers' CDs/DVDs and other media		Remedy

Symptoms

Symptom

Communication/information / Entertainment / CD/DVD drive / CD/DVD is not ejected

Communication/information / Entertainment / CD/DVD drive / Nonfunctional

Communication/information / Entertainment / CDC drive / CD is not ejected

Communication/information / Entertainment / CDC drive / Magazine sticks

Communication/information / Entertainment / Rear entertainment / CD/DVD drive / CD/DVD is not