

Telematics software updates cause Tuner to go to boot mode

Topic number	LI82.85-P-050707
Version	1
Design group	82.85 Navigation and communication systems (CNS, ICS, COMAND, FleetBoard)
Date	12-08-2010
Validity	All model 221 vehicles
Reason for change	
Reason for block	

Complaint:

When performing a Telematics software update, the update fails and causes the Tuner to go to boot mode.

Cause:

Unknown

Remedy:

DO NOT REPLACE THE TUNER!

To flash the Telematics software, please follow the below instructions:

1. Temporarily disconnect the Voice Recognition Module from the MOST ring (AR82.70-P-0003SX)
2. Insert optical loop connector (W900 589 19 21 00) to complete the optical ring
3. Perform Telematics software update
4. Reinstall Voice Recognition Module

Symptoms
Communication/information / Entertainment / Radio / Radio mode is not selectable
Communication/information / Entertainment / Radio / Nonfunctional
Communication/information / Entertainment / Audio / Speakers emit no sound
Communication/information / Entertainment / Radio / No audio
Communication/information / Entertainment / Radio / Device unavailable
Communication/information / Entertainment / Audio/COMAND controller / Nonfunctional

Parts							
Part number	xsl-Par-tEs1	xsl-Par-tEs2	Designation	Quantity	Note	EPC	Non-EPC
W90058919210 0			Optical loop connector				X

Work units				
Op. no.	Operation text	Time	Damage code	Note
			82851 90	

WIS-References			
Document number	Title	Note	Allocation
AR82.70-P-0003SX	Remove/Install voice control unit		Remedy

Validity		
Vehicle	Engine	Transmission
S (221)	*	*