
COMAND: No sound, SDARS message in central display "Device Unavailable"

Topic number	LI82.85-P-055696
Version	2
Design group	82.85 Navigation and communication systems (CNS, ICS, COMAND, FleetBoard)
Date	03-21-2013
Validity	NTG4: Model 207, 212, 218 with code 512 (COMAND with DVD changer) or code 527 (COMAND) and code 536 ("Sirius" satellite radio) and code 808 (Model year 2008) or code 809 (Model year 2009) or code 800 (Model year 2010) or code 801 (Model year 2011) or code 802 (Model year 2012) without code 088 (Control code for NTG4.5) Model 204 with code 512 (COMAND with DVD changer) or code 527 (COMAND) and code 536 ("Sirius" satellite radio) and code 808 (Model year 2008) or code 809 (Model year 2009) or code 800 (Model year 2010) or code 801 (Model year 2011)
Reason for change	Remedy supplemented
Reason for block	

Complaint:

Intermittently no audio output, regardless of the selected audio source. When the "Sirius" satellite radio is selected, the message "Device Unavailable" appears in the central display.

The fault is usually rectified after an ignition cycle.

Cause:

Software release 11/07 00 of "Sirius" satellite radio control unit with a HW number of A171 870 XX XX.

Remedy:

Software update of "Sirius" satellite radio to the software release 08/49 00.

This is done by means of control unit programming using Xentry Diagnostics in the "SDAR - Satellite Digital Audio Radio (N87/5)" control unit under the Adaptations tab.

Note:

To install the software, Xentry Diagnostics version 11/2012 or higher must be installed on the Star Diagnosis unit and used with:

- Telematics CD 03/2011 (A 212 827 72 59) for model 207, 212, 218
- Telematics CD 03/2011 (A 204 827 95 59) for model 204

Symptoms
Communication/information / Entertainment / Radio / Individual functions are not selectable/not available in radio mode
Communication/information / Entertainment / Radio / Nonfunctional

Communication/information / Entertainment / Audio / Speakers emit no sound
Communication/information / Entertainment / Display message / Function unavailable
Communication/information / Entertainment / Radio / No audio
Communication/information / Entertainment / Radio / Device unavailable
Communication/information / Entertainment / Digital radio/Satellite digital audio radio / Unavailable in MOST
Communication/information / Entertainment / AUX input / Audio output faulty
Communication/information / Entertainment / Media interface (UMI/UCI) / Audio output faulty
Communication/information / Entertainment / USB input / Audio output faulty

Validity		
Vehicle	Engine	Transmission
212.002	*	*
212.003	*	*
212.004	*	*
212.005	*	*
212.020	*	*
212.021	*	*
212.023	*	*
212.024	*	*
212.025	*	*
212.026	*	*
212.027	*	*
212.034	*	*
212.036	*	*
212.040	*	*
212.041	*	*
212.047	*	*
212.048	*	*
212.052	*	*
212.053	*	*
212.054	*	*
212.055	*	*
212.056	*	*
212.057	*	*
212.059	*	*
212.065	*	*
212.067	*	*
212.072	*	*
212.073	*	*
212.074	*	*
212.077	*	*

212.080	*	*
212.082	*	*
212.087	*	*
212.088	*	*
212.089	*	*
212.090	*	*
212.091	*	*
212.092	*	*
212.093	*	*
212.094	*	*
212.095	*	*
212.097	*	*
212.098	*	*
212.147	*	*
212.148	*	*
212.154	*	*
212.165	*	*
212.195	*	*
212.202	*	*
212.203	*	*
212.205	*	*
212.220	*	*
212.221	*	*
212.223	*	*
212.224	*	*
212.225	*	*
212.226	*	*
212.227	*	*
212.234	*	*
212.236	*	*
212.247	*	*
212.248	*	*
212.254	*	*
212.255	*	*
212.256	*	*
212.257	*	*
212.259	*	*
212.265	*	*
212.267	*	*
212.272	*	*
212.273	*	*
212.274	*	*
212.277	*	*

212.280	*	*
212.282	*	*
212.287	*	*
212.288	*	*
212.289	*	*
212.291	*	*
212.292	*	*
212.293	*	*
212.294	*	*
212.298	*	*
218.303	*	*
218.323	*	*
218.326	*	*
218.355	*	*
218.359	*	*
218.373	*	*
218.374	*	*
218.391	*	*
218.392	*	*
218.393	*	*
218.394	*	*
218.903	*	*
218.923	*	*
218.959	*	*
218.973	*	*
218.974	*	*
218.991	*	*
218.992	*	*
218.993	*	*
C (204)	*	*
E (207)	*	*
GLK (204)	*	*