
COMAND: Does not start, cannot be operated, COMAND display remains dark

Topic number	LI82.85-P-055695
Version	3
Design group	82.85 Navigation and communication systems (CNS, ICS, COMAND, FleetBoard)
Date	08-05-2013
Validity	NTG4.5: Model 207, 212, 218 with code 088 or code 803 or code 804 and code 512 (COMAND Online with integrated 6-disk DVD changer) or code 526 (COMAND Online without navigation) or code 527 (COMAND Online) or code 528 (COMAND Online without navigation) Model 166, 172, 176, 204.0/2/3, 246 with code 802 or model 166, 117, 172, 176, 204, 246 with code 803 or model 231 with code 168 or model 463 with code XZ2 and code 512 (COMAND Online with integrated 6-disk DVD changer) or code 526 (COMAND Online without navigation) or code 527 (COMAND Online) or code 528 (COMAND Online without navigation)
Reason for change	Damage code adapted
Reason for block	

Complaint:

The COMAND unit does not start or the COMAND display remains dark. The COMAND unit cannot be operated.

Note: The problem disappears after a lengthy idle period (>6h) or after interrupting the power supply (circuit 30).

Cause:

Software release of COMAND control unit (A40/3)

Remedy:

The power supply of the COMAND unit must be interrupted for a short time (approx. 1 min). Then the problem is rectified, but may reoccur.

Then perform a software update of the COMAND unit (A40/3). If there are complaints, the COMAND control unit must not be replaced!

The complaint is permanently rectified with the following software updates:

For vehicle models 207, 212, 218 with code 088: Software update of COMAND control unit (A40/3) to software release 12/47 00 or higher.

For vehicle models 166, 172, 204.0/2/3, 246 with code 802: Software update of COMAND control unit (A40/3) to software release 12/47 00 or higher.

Note: To install the software, at least Xentry Diagnostics version 03/2013 and Telematics DVD 03/13 (A 166 827 11 59) are required.

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For vehicle models 166, 117, 172, 176, 204, 207, 212, 218, 246 with code 803 or model 231 with code 168 or model 463 with code XZ2: Software update of COMAND control unit (A40/3) to software release 12/36 00 or higher.

For vehicle models 207, 212, 218 with code 804: Software update of COMAND control unit (A40/3) to software release 13/14 02 or higher.

Note: To install the software, at least Xentry Diagnostics version 05/2013 and Telematics DVD 05/13 (A 827 02 00) are required.

Symptoms
Communication/information / Entertainment / Radio / Nonfunctional
Communication/information / Entertainment / Audio / Speakers emit no sound
Communication/information / Entertainment / Overall system/system error / System fails to power up, display dark
Communication/information / Entertainment / Radio / Device unavailable
Communication/information / Entertainment / Overall system/operation / Button nonfunctional

Work units				
Op. no.	Operation text	Time	Damage code	Note
			87100 E6	Head unit - Total failure

Validity		
Vehicle	Engine	Transmission
117.301	*	*
117.303	*	*
117.342	*	*
117.343	*	*
117.344	*	*
117.346	*	*
117.352	*	*
A (176)	*	*
B (242, 246)	*	*
C (204)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
G (463)	*	*
GL (166)	*	*
GLK (204)	*	*
M (166)	*	*
SL (231)	*	*
SLK (172)	*	*

