
COMAND Online: Intermittently no audio output after engine start.

Topic number	LI82.85-P-057192
Version	1
Design group	82.85 Navigation and communication systems (CNS, ICS, COMAND, FleetBoard)
Date	08-28-2013
Validity	COMAND NTG4.5 Gen2: Model 117, 166, 172, 176, 204, 207, 212, 218, 246, 463 with code 803 or 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 with integrated 6-disk DVD changer without navigation) or code EU2 (COMAND Online with integrated 6-disk DVD changer) without code 810 without code EU9 (Harman Kardon Logic 7 surround sound system) without code 811 (Bang & Olufsen BeoSound AMG). Model 231 with code 803 including 168 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 with integrated 6-disk DVD changer without navigation) without code 810 without code 811 (Bang & Olufsen BeoSound AMG)
Reason for change	
Reason for block	

Complaint:

Intermittently no audio output, regardless of the selected audio source (radio, CD, USB) immediately after engine start.

After switching the COMAND Online control unit (A40/3) off and back on via the "ON button", the complaint is rectified.

Cause:

Software of COMAND Online control unit (A40/3).

Remedy:

After an update of the COMAND Online control unit (A40/3) to software release 13/22.00 or higher, the problem no longer occurs.

The software will be available as of Telematics DVD 09/2013 (A 166 827 08 00).

Note: Replacement of the COMAND Online control unit (A40/3) does not remedy the problem.

Symptoms

Communication/information / Entertainment / Audio / Speakers emit no sound

Communication/information / Entertainment / Radio / No audio

Communication/information / Entertainment / Audio / Misfire

Work units

Op. no.	Operation text	Time	Damage code	Note
			8210N EP	

Validity

Vehicle	Engine	Transmission
A (176)	*	*
B (242, 246)	*	*
C (204)	*	*
CLA (117)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
G (463)	*	*
GL (166)	*	*
M (166)	*	*
SL (231)	*	*
SLK (172)	*	*