

Audio/COMAND display: Sporadic failures of central display

Topic number	LI82.85-P-059083
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	05-22-2014
Validity	NTG4.5: Model 207, 212, 218 with code 088 or code 803 or code 804 Model 204.0/2/3 with code 802 Model 166, 117, 172, 176, 204, 231, 246 with code 803 or code 804 Model 463 with code XZ2 or XZ3
Reason for change	
Reason for block	

Complaint:

Sporadic failures of the Audio/COMAND display control unit (A40/8).

Cause:

Various, currently under analysis.

Remedy:

- Perform guided tests for relevant fault codes.
- Check all connectors on the head unit and central display.
- Check the cable set (particularly the LVDS line and the telematics CAN lines) between the control units of the COMAND (A40/3) /Audio20 (A2) and Audio/COMAND display (A40/8) for chafe marks and crushing.
- Use XENTRY Diagnostics to check whether the software of the control units of the COMAND (A40/3) /Audio20 (A2) and Audio/COMAND display (A40/8) is up to date.

If none of these measures rectify the complaint, create a PTSS case with the following data attached:

- HU log while the problem is occurring and shortly after (press "clear+1+3" simultaneously with an SD card or USB stick inserted)
- Test images of the Audio/COMAND display control unit (A40/8) (Control unit view -> ZAN -> Actuations -> Show test image).
- Current quick test log
- Current control unit log of the control units of the COMAND (A40/3) /Audio20 (A2) and Audio/COMAND display (A40/8)

Symptoms
Communication/information / Entertainment / Screen/display / Display dark -System running
Communication/information / Entertainment / Screen/display / Flickers
Communication/information / Entertainment / Screen/display / Frozen screen -system runs

Control unit/fault code		
Control unit	Fault code	Fault text
Audio - Audio or COMAND (A2 - A40/3) (HU45)	D026	Telematics CAN bus OFF fault

Work units				
Op. no.	Operation text	Time	Damage code	Note
			82368 50	

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
B (242, 246)	*	*
C (204)	*	*
CLA (117)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
G (463)	*	*
GL (166)	*	*
GLA (156)	*	*
M (166)	*	*
SL (231)	*	*
SLK (172)	*	*

Full model designation breakdown		
Vehicle	Engine	Transmission
117.301	651.901	711.642
117.301	651.901	724.003
117.302	651.930	724.011
117.303	651.930	724.003
117.305	651.930	724.011
117.308	651.930	711.645
117.308	651.930	724.003
117.312	607.951	711.632
117.312	607.951	724.020
117.342	270.910	711.632
117.342	270.910	711.643
117.342	270.910	724.002

117.343	270.910	711.643
117.343	270.910	724.002
117.344	270.920	724.003
117.345	270.920	724.003
117.346	270.920	724.011
117.347	270.920	724.011
117.352	133.980	724.015
156.902	651.930	724.011
156.903	651.930	724.004
156.905	651.930	724.011
156.908	651.930	711.632
156.908	651.930	724.004
156.912	607.951	711.631
156.912	607.951	724.021
156.943	270.910	711.647
156.943	270.910	724.001
156.944	270.920	724.004
156.945	270.920	724.004
156.946	270.920	724.011
156.952	133.980	724.015
166.003	651.960	722.908
166.004	651.960	722.908
166.023	642.826	722.903
166.023	642.826	725.031
166.024	642.826	722.903
166.024	642.826	725.031
166.055	276.955	722.906
166.056	276.821	722.904
166.057	276.955	722.906
166.058	276.955	722.906
166.062	276.821	722.904
166.073	278.928	722.909
166.073	278.928	725.031
166.073	278.928	725.032
166.074	157.982	722.905
166.074	157.982	722.931
166.823	642.826	722.903
166.823	642.826	725.031
166.824	642.826	722.903
166.824	642.826	725.031
166.856	276.821	722.904
166.864	276.821	722.904
166.872	278.928	722.909

166.872	278.928	725.031
166.872	278.928	725.032
166.872	278.928	725.033
166.873	278.928	722.909
166.873	278.928	725.031
166.873	278.928	725.032
166.873	278.928	725.033
166.874	157.982	722.905
166.874	157.982	722.931
172.403	651.980	711.670
172.403	651.980	722.908
172.403	651.980	725.011
172.447	271.861	711.653
172.447	271.861	711.654
172.447	271.861	722.997
172.448	271.861	711.655
172.448	271.861	722.997
172.457	276.956	722.906
172.475	152.980	722.909
176.000	651.901	711.642
176.000	651.901	724.003
176.001	651.901	711.642
176.001	651.901	724.003
176.002	651.930	724.011
176.003	651.930	724.003
176.005	651.930	724.011
176.007	651.930	711.645
176.007	651.930	724.003
176.008	651.930	711.645
176.008	651.930	724.003
176.011	607.951	711.632
176.011	607.951	711.645
176.011	607.951	724.020
176.012	607.951	711.632
176.012	607.951	711.645
176.012	607.951	724.020
176.042	270.910	711.632
176.042	270.910	711.643
176.042	270.910	724.002
176.043	270.910	711.643
176.043	270.910	724.002
176.044	270.920	724.003
176.046	270.920	724.011

176.047	270.920	724.011
176.052	133.980	724.015
204.000	651.913	711.653
204.000	651.913	716.656
204.000	651.913	722.694
204.000	651.913	722.996
204.001	651.913	711.653
204.001	651.913	716.656
204.001	651.913	722.694
204.001	651.913	722.996
204.002	651.911	711.653
204.002	651.911	716.656
204.002	651.911	722.646
204.002	651.911	722.908
204.003	651.911	711.670
204.003	651.911	722.646
204.003	651.911	722.908
204.006	646.812	711.655
204.006	646.812	716.608
204.006	646.812	716.657
204.006	646.812	722.699
204.007	646.811	711.655
204.007	646.811	716.608
204.007	646.811	716.655
204.007	646.811	716.657
204.007	646.811	722.699
204.008	646.811	716.657
204.008	646.811	722.640
204.022	642.960	711.670
204.022	642.960	722.902
204.023	642.834	711.670
204.023	642.834	722.903
204.025	642.830	711.670
204.025	642.830	722.902
204.031	274.910	711.655
204.031	274.910	722.995
204.041	271.950	711.656
204.041	271.950	716.607
204.041	271.950	716.635
204.041	271.950	722.695
204.041	271.950	722.997
204.044	271.910	711.655
204.044	271.910	711.656

204.044	271.910	716.635
204.044	271.910	722.695
204.045	271.910	711.655
204.045	271.910	716.607
204.045	271.910	722.695
204.046	271.952	711.656
204.046	271.952	716.607
204.046	271.952	716.635
204.046	271.952	722.695
204.046	271.952	722.997
204.047	271.860	722.618
204.047	271.860	722.997
204.048	271.860	711.655
204.048	271.860	716.607
204.048	271.860	716.612
204.048	271.860	722.696
204.048	271.860	722.997
204.049	271.820	711.655
204.049	271.820	716.607
204.049	271.820	716.612
204.049	271.820	722.696
204.049	271.820	722.997
204.052	272.921	711.656
204.052	272.921	716.636
204.052	272.921	722.998
204.054	272.947	711.654
204.054	272.947	716.671
204.054	272.947	722.999
204.055	276.957	722.906
204.056	272.961	722.906
204.057	276.957	722.906
204.065	272.982	722.906
204.077	156.985	722.907
204.077	156.985	722.930
204.080	276.957	722.960
204.081	272.948	722.964
204.082	651.912	722.965
204.084	651.912	711.653
204.084	651.912	722.965
204.085	272.911	722.963
204.087	272.971	722.960
204.088	276.957	722.960
204.089	642.961	722.962

204.092	642.832	722.962
204.200	651.913	711.653
204.200	651.913	716.656
204.200	651.913	722.694
204.200	651.913	722.996
204.201	651.913	711.653
204.201	651.913	716.656
204.201	651.913	722.694
204.201	651.913	722.996
204.202	651.911	711.653
204.202	651.911	716.656
204.202	651.911	722.646
204.202	651.911	722.908
204.203	651.911	711.670
204.203	651.911	722.646
204.203	651.911	722.908
204.207	646.811	711.655
204.207	646.811	716.608
204.207	646.811	716.655
204.207	646.811	716.657
204.207	646.811	722.699
204.208	646.811	716.657
204.208	646.811	722.640
204.222	642.960	711.670
204.222	642.960	722.902
204.223	642.834	711.670
204.223	642.834	722.903
204.225	642.830	711.670
204.225	642.830	722.902
204.231	274.910	711.655
204.231	274.910	722.995
204.241	271.950	711.656
204.241	271.950	716.635
204.241	271.950	722.695
204.241	271.950	722.997
204.245	271.910	711.655
204.245	271.910	716.607
204.245	271.910	722.695
204.246	271.952	711.656
204.246	271.952	716.607
204.246	271.952	716.635
204.246	271.952	722.695
204.246	271.952	722.997

204.247	271.860	722.618
204.247	271.860	722.997
204.248	271.860	711.653
204.248	271.860	711.655
204.248	271.860	716.607
204.248	271.860	716.612
204.248	271.860	722.696
204.248	271.860	722.997
204.249	271.820	711.655
204.249	271.820	716.612
204.249	271.820	722.696
204.249	271.820	722.997
204.252	272.921	711.656
204.252	272.921	716.636
204.252	272.921	722.998
204.254	272.947	711.654
204.254	272.947	716.671
204.254	272.947	722.999
204.256	272.961	722.906
204.257	276.957	722.906
204.277	156.985	722.907
204.277	156.985	722.930
204.282	651.912	722.965
204.284	651.912	711.653
204.284	651.912	722.965
204.289	642.961	722.962
204.292	642.832	722.962
204.302	651.911	711.653
204.302	651.911	716.656
204.302	651.911	722.646
204.302	651.911	722.908
204.303	651.911	711.670
204.303	651.911	722.646
204.303	651.911	722.908
204.331	274.910	711.655
204.331	274.910	722.995
204.347	271.860	722.618
204.347	271.860	722.997
204.348	271.860	711.655
204.348	271.860	722.997
204.349	271.820	711.655
204.349	271.820	716.607
204.349	271.820	722.997

204.357	276.957	722.906
204.377	156.985	722.907
204.377	156.985	722.930
204.388	276.957	722.960
207.301	651.911	711.653
207.301	651.911	722.646
207.301	651.911	722.908
207.301	651.911	725.011
207.302	651.911	711.653
207.302	651.911	716.656
207.302	651.911	722.646
207.302	651.911	722.908
207.302	651.911	725.011
207.303	651.911	711.670
207.303	651.911	722.646
207.303	651.911	722.908
207.303	651.911	725.011
207.304	651.911	711.670
207.304	651.911	722.646
207.304	651.911	722.908
207.304	651.911	725.011
207.322	642.836	722.902
207.323	642.838	722.903
207.323	642.838	725.011
207.326	642.838	722.903
207.326	642.838	725.011
207.334	274.920	711.655
207.334	274.920	722.995
207.336	274.920	722.995
207.347	271.860	722.618
207.347	271.860	722.997
207.348	271.860	711.655
207.348	271.860	716.607
207.348	271.860	716.612
207.348	271.860	722.696
207.348	271.860	722.997
207.355	276.957	722.906
207.356	272.961	722.906
207.356	272.988	722.906
207.357	272.982	722.906
207.357	272.984	722.906
207.359	276.957	722.906
207.361	276.850	722.904

207.362	276.820	722.904
207.365	276.820	722.904
207.372	273.966	722.904
207.373	278.922	722.909
207.388	276.957	722.960
207.401	651.911	711.653
207.401	651.911	722.646
207.401	651.911	722.908
207.401	651.911	725.011
207.402	651.911	711.653
207.402	651.911	716.656
207.402	651.911	722.646
207.402	651.911	722.908
207.402	651.911	725.011
207.403	651.911	711.670
207.403	651.911	722.646
207.403	651.911	722.908
207.403	651.911	725.011
207.404	651.911	711.670
207.404	651.911	722.646
207.404	651.911	722.908
207.404	651.911	725.011
207.422	642.836	722.902
207.423	642.838	722.903
207.423	642.838	725.011
207.426	642.838	722.903
207.426	642.838	725.011
207.434	274.920	722.995
207.436	274.920	722.995
207.447	271.860	722.618
207.447	271.860	722.997
207.448	271.860	711.655
207.448	271.860	722.696
207.448	271.860	722.997
207.455	276.957	722.906
207.456	272.961	722.906
207.456	272.988	722.906
207.457	272.984	722.906
207.459	276.957	722.906
207.461	276.850	722.904
207.462	276.820	722.904
207.465	276.820	722.904
207.472	273.966	722.904

207.473	278.922	722.909
212.001	651.924	711.653
212.001	651.924	722.646
212.001	651.924	722.908
212.001	651.924	725.011
212.002	651.924	711.653
212.002	651.924	716.656
212.002	651.924	722.646
212.002	651.924	722.908
212.002	651.924	725.011
212.003	651.924	711.670
212.003	651.924	722.646
212.003	651.924	722.908
212.003	651.924	725.011
212.004	651.924	711.670
212.004	651.924	722.646
212.004	651.924	722.908
212.004	651.924	725.011
212.005	651.925	711.653
212.005	651.925	716.656
212.005	651.925	722.694
212.005	651.925	722.996
212.005	651.925	725.011
212.006	651.925	711.653
212.006	651.925	722.694
212.006	651.925	722.996
212.006	651.925	725.011
212.020	642.850	722.902
212.021	642.852	711.670
212.021	642.852	722.903
212.021	642.852	725.011
212.023	642.852	711.670
212.023	642.852	722.903
212.023	642.852	725.011
212.024	642.850	711.670
212.024	642.850	722.902
212.024	642.850	725.011
212.025	642.850	711.670
212.025	642.850	722.902
212.025	642.850	725.011
212.025	642.856	711.670
212.025	642.856	722.902
212.025	642.856	725.011

212.026	642.852	711.670
212.026	642.852	722.903
212.026	642.852	725.011
212.027	642.852	711.670
212.027	642.852	722.903
212.027	642.852	725.011
212.034	274.920	711.655
212.034	274.920	722.995
212.035	274.920	711.655
212.035	274.920	722.995
212.036	274.920	711.655
212.036	274.920	722.995
212.040	274.910	711.655
212.040	274.910	722.995
212.041	271.958	722.695
212.047	271.860	722.618
212.047	271.860	722.997
212.048	271.860	711.655
212.048	271.860	716.612
212.048	271.860	722.696
212.048	271.860	722.997
212.052	272.923	716.636
212.052	272.923	722.998
212.053	272.980	722.906
212.054	272.952	711.654
212.054	272.952	722.999
212.055	276.952	722.906
212.056	272.980	722.906
212.057	272.983	722.906
212.059	276.952	722.906
212.061	276.850	722.904
212.065	276.820	722.904
212.067	276.820	722.961
212.072	273.971	722.904
212.073	278.922	722.909
212.073	278.922	725.011
212.073	278.922	725.032
212.073	278.922	725.033
212.074	157.981	722.931
212.075	157.981	722.931
212.076	157.981	722.971
212.077	156.985	722.930
212.080	276.952	722.960

212.082	651.924	722.965
212.087	272.977	722.960
212.088	276.952	722.960
212.089	642.856	722.962
212.090	273.970	722.961
212.091	278.922	722.967
212.091	278.922	725.021
212.092	157.981	722.971
212.093	642.858	722.966
212.093	642.858	725.021
212.094	642.858	722.966
212.094	642.858	725.021
212.095	276.952	724.206
212.097	651.924	722.965
212.098	651.924	724.208
212.099	276.850	722.960
212.099	276.850	722.961
212.134	274.920	711.655
212.134	274.920	722.995
212.136	274.920	711.655
212.136	274.920	722.995
212.147	271.860	722.618
212.147	271.860	722.997
212.148	271.860	711.655
212.148	271.860	722.696
212.148	271.860	722.997
212.154	272.952	711.654
212.154	272.952	722.999
212.162	276.820	722.904
212.165	276.820	722.904
212.167	276.820	722.961
212.168	276.820	722.961
212.195	276.952	724.206
212.201	651.924	711.653
212.201	651.924	722.646
212.201	651.924	722.908
212.201	651.924	725.011
212.202	651.924	711.653
212.202	651.924	716.656
212.202	651.924	722.646
212.202	651.924	722.908
212.202	651.924	725.011
212.203	651.924	711.670

212.203	651.924	722.646
212.203	651.924	722.908
212.203	651.924	725.011
212.204	651.924	711.670
212.204	651.924	722.646
212.204	651.924	722.908
212.204	651.924	725.011
212.205	651.925	711.653
212.205	651.925	716.656
212.205	651.925	722.694
212.205	651.925	722.996
212.205	651.925	725.011
212.206	651.925	711.653
212.206	651.925	722.694
212.206	651.925	722.996
212.206	651.925	725.011
212.220	642.850	722.902
212.221	642.852	711.670
212.221	642.852	722.903
212.221	642.852	725.011
212.223	642.852	711.670
212.223	642.852	722.903
212.223	642.852	725.011
212.224	642.850	711.670
212.224	642.850	722.902
212.224	642.850	725.011
212.225	642.850	711.670
212.225	642.850	722.902
212.225	642.850	725.011
212.226	642.852	711.670
212.226	642.852	722.903
212.226	642.852	725.011
212.227	642.852	711.670
212.227	642.852	722.903
212.227	642.852	725.011
212.234	274.920	711.655
212.234	274.920	722.995
212.236	274.920	711.655
212.236	274.920	722.995
212.247	271.860	722.618
212.247	271.860	722.997
212.248	271.860	711.655
212.248	271.860	716.612

212.248	271.860	722.696
212.248	271.860	722.997
212.254	272.952	711.654
212.254	272.952	722.999
212.255	276.952	722.906
212.256	272.980	722.906
212.257	272.983	722.906
212.259	276.952	722.906
212.261	276.850	722.904
212.265	276.820	722.904
212.267	276.820	722.961
212.272	273.971	722.904
212.273	278.922	722.909
212.273	278.922	725.011
212.273	278.922	725.032
212.273	278.922	725.033
212.274	157.981	722.931
212.275	157.981	722.931
212.276	157.981	722.971
212.277	156.985	722.930
212.280	276.952	722.960
212.282	651.924	722.965
212.287	272.977	722.960
212.288	276.952	722.960
212.289	642.856	722.962
212.291	278.922	722.967
212.291	278.922	725.021
212.292	157.981	722.971
212.293	642.858	722.966
212.293	642.858	725.021
212.294	642.858	722.966
212.294	642.858	725.021
212.297	651.924	722.965
212.298	651.924	724.208
212.299	276.850	722.960
212.299	276.850	722.961
218.301	651.924	722.908
218.301	651.924	725.011
218.303	651.924	722.908
218.303	651.924	725.011
218.304	651.924	722.908
218.304	651.924	725.011
218.323	642.852	722.903

218.323	642.852	725.011
218.323	642.853	722.903
218.323	642.853	725.011
218.326	642.852	722.903
218.326	642.852	725.011
218.355	276.952	722.906
218.355	276.952	725.011
218.359	276.952	722.906
218.359	276.952	725.011
218.361	276.850	722.904
218.361	276.850	725.011
218.365	276.820	722.904
218.365	276.820	725.011
218.367	276.820	722.961
218.368	276.850	722.961
218.373	278.922	722.909
218.373	278.922	725.011
218.374	157.981	722.931
218.375	157.981	722.931
218.376	157.981	722.971
218.391	278.922	722.967
218.391	278.922	725.041
218.392	157.981	722.971
218.393	642.854	722.966
218.393	642.858	722.966
218.394	642.858	722.966
218.397	651.924	000.000
218.901	651.924	722.908
218.901	651.924	725.011
218.903	651.924	722.908
218.903	651.924	725.011
218.904	651.924	722.908
218.904	651.924	725.011
218.923	642.852	722.903
218.923	642.852	725.011
218.923	642.853	722.903
218.923	642.853	725.011
218.926	642.852	722.903
218.926	642.852	725.011
218.959	276.952	722.906
218.959	276.952	725.011
218.961	276.850	722.904
218.961	276.850	725.011

218.965	276.820	722.904
218.965	276.820	725.011
218.967	276.820	722.961
218.968	276.850	722.961
218.973	278.922	722.909
218.973	278.922	725.011
218.974	157.981	722.931
218.975	157.981	722.931
218.976	157.981	722.971
218.991	278.922	722.967
218.991	278.922	725.041
218.992	157.981	722.971
218.993	642.854	722.966
218.993	642.858	722.966
218.994	642.858	722.966
218.997	651.924	000.000
231.457	276.954	722.906
231.465	276.825	722.904
231.473	278.927	722.909
231.474	157.983	722.931
231.479	279.981	722.932
242.848	270.920	711.632
242.848	270.920	724.003
242.890	000.000	000.000
242.890	780.990	000.000
246.200	651.901	711.642
246.200	651.901	724.003
246.201	651.901	711.642
246.201	651.901	724.003
246.203	651.930	724.003
246.207	651.930	711.645
246.207	651.930	724.003
246.211	607.951	711.632
246.211	607.951	724.020
246.212	607.951	711.632
246.212	607.951	711.645
246.212	607.951	724.020
246.242	270.910	711.632
246.242	270.910	711.643
246.242	270.910	724.002
246.243	270.910	711.643
246.243	270.910	724.002
246.243	270.910	724.003

246.244	270.920	724.003
246.247	270.920	724.011
463.202	273.963	722.904
463.202	273.969	722.904
463.204	102.989	717.439
463.204	102.989	722.396
463.206	113.962	722.630
463.207	103.987	717.439
463.207	103.987	722.397
463.207	103.989	717.439
463.207	103.989	722.397
463.208	104.996	722.372
463.209	112.945	722.610
463.215	102.989	000.000
463.218	103.987	000.000
463.220	102.965	717.439
463.221	102.965	717.439
463.222	273.963	722.904
463.222	273.969	722.904
463.224	102.989	717.439
463.224	102.989	722.396
463.225	102.989	717.439
463.227	103.987	717.439
463.227	103.987	722.397
463.228	103.987	717.439
463.228	103.987	722.382
463.228	103.987	722.397
463.228	117.965	717.439
463.228	117.965	722.382
463.228	117.965	722.397
463.230	104.996	722.372
463.231	104.996	722.372
463.232	112.945	722.610
463.233	112.945	722.610
463.235	102.989	000.000
463.236	273.963	722.904
463.236	273.969	722.904
463.237	273.963	722.904
463.237	273.969	722.904
463.238	103.987	000.000
463.240	113.962	722.630
463.241	113.962	722.630
463.241	113.982	722.630

463.242	273.963	722.904
463.243	113.982	722.630
463.244	112.945	722.610
463.245	112.945	722.610
463.246	113.982	722.630
463.247	113.962	722.630
463.248	113.962	722.630
463.248	113.962	722.901
463.248	113.982	722.630
463.248	113.982	722.901
463.249	113.962	722.630
463.249	113.962	722.901
463.250	112.945	722.610
463.254	113.962	722.630
463.254	113.962	722.901
463.270	113.993	722.630
463.270	113.993	722.645
463.271	113.993	722.630
463.271	113.993	722.645
463.272	157.984	722.905
463.273	157.984	722.905
463.274	279.982	722.932
463.300	603.972	722.398
463.303	642.970	722.902
463.304	602.931	717.439
463.306	642.886	722.902
463.306	642.970	722.902
463.307	603.931	717.439
463.307	603.931	722.399
463.308	606.964	722.611
463.309	628.962	722.638
463.315	602.931	000.000
463.318	603.931	000.000
463.320	603.972	722.398
463.321	603.972	722.398
463.322	612.965	722.637
463.323	612.965	722.637
463.324	602.931	717.439
463.325	602.931	717.439
463.327	603.931	717.439
463.327	603.931	722.399
463.328	603.931	717.439
463.328	603.931	722.399

463.330	606.964	722.611
463.331	606.964	722.611
463.332	628.962	722.638
463.333	628.962	722.638
463.335	602.931	000.000
463.336	642.886	722.902
463.338	603.931	000.000
463.340	642.970	722.902
463.341	642.970	722.902
463.346	642.886	722.902
463.346	642.887	722.902