
SPLITVIEW feature not activated in COMAND/COMAND Online

Topic number	LI82.85-P-048667
Version	2
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	02-12-2014
Validity	With SA code 867 -And- As of MY 2010 Models 216 and 221 NTG 3.5 As of MY 2014 Models 166, X166, 207, 212, 218, and 231 with NTG4.5 GEN3 As of MY 2014 Model 222 with NTG 5.0
Reason for change	Models added and work instructions modified
Reason for block	

Complaint:

When selecting the "System Menu" in COMAND control unit (A40/3), there is no selection to turn on the SPLITVIEW feature.

Cause:

Activation has not yet been carried out during PDI in COMAND control unit (A40/3) with XENTRY/DAS.

Legal Note:

All vehicles equipped with SPLITVIEW will arrive with this feature de-activated from the factory. Activation will occur as outlined during the Pre-Delivery Inspection process with use of a STAR Diagnosis System (SDS) or XENTRY Connect. Please review P-B-82.85/693 for a current listing of states that allow SPLITVIEW activation. The Dealer is responsible for ensuring proper activation.

Remedy:

Dependent on telematics generation use the following process:

NTG 3.5

1. Enter XENTRY/DAS and follow path: Control units > Info & Communication> Audio, video, navi, & telematics > COMAND
2. From COMAND continue to: Control unit adaptations > Variant coding > SPLITVIEW (USA)
3. Set coding to "Activated"
4. A pop-up will appear in DAS confirming coding
5. Verify operation by turning on feature SPLITVIEW in COMAND control unit (A40/3), "System Menu"

NTG 4.5 GEN3 and NTG 5.0

1. Enter into XENTRY > Special functions > Entry of retrofits and modifications > add SA code 870 (O as in Oscar)
2. Access COMAND control unit (A40/3)
3. Perform SCN coding of COMAND control unit (A40/3)

4. Verify operation by turning on feature SPLITVIEW in COMAND control unit (A40/3), "System Menu"

Note: This document is for information only. There is NO action required at this time. Please note that any retrofits, upgrades or labor CANNOT be claimed under warranty.

Symptoms
Communication/information / Entertainment / Video TV/DVD / DVD mode is not selectable
Communication/information / Entertainment / Overall system/operation / Miscellaneous
Communication/information / Entertainment / Screen/display / Menu item is missing

Validity		
Vehicle	Engine	Transmission
CL (216)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
GL (166)	*	*
M (166)	*	*
S (221)	*	*
S (222)	*	*
SL (231)	*	*