
COMAND: The COMAND system re- boots when a point of interest is selected

Topic number	LI82.85-P-053049
Version	2
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	04-07-2014
Validity	NTG4: Model 204 up to VIN end number 204.###1F079524 or 204.###1A078015 with code 512 (COMAND Online with DVD changer) or code 527 (COMAND Online including DVD) and code 808 (Model year 2008) or code 809 (Model year 2009)
Reason for change	Validity adapted
Reason for block	

Complaint:

The COMAND control unit (A40/3) reboots when a point of interest is selected. The complaint does not occur with all points of interest and depends on the system language setting.

The complaint is currently known to occur with the following points of interest:

System language Spanish:

AEROPUERTO (Airport)

AEROPUERTO DEPORTIVO (Aerodrome)

System language French:

GARE (Station)

GARE ROUTIERE (Bus station)

PARKING (Parking)

PARKING COUVERT (Parking garage)

System language Italian:

AEROPORTO (Airport)

AEROPORTO SPORTIVO (Aerodrome)

STAZIONE (Station)

STAZIONE AUTOBUS (Bus station)

Cause:

Software release of COMAND control unit (A40/3)

Remedy:

Perform software update of COMAND control unit (A40/3) to software release 07/32 00 or higher. This software release is available as of Xentry Telematics DVD 11/2007: A212 827 27 59.

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode
Communication/information / Communication / Navigation / Navigation - Function / Route guidance system interrupts
Communication/information / Communication / Navigation / Navigation - Function / Error when entering destination
Communication/information / Communication / Navigation / Navigation - Function / Route guidance incorrect/implausible
Communication/information / Entertainment / Overall system/system error / System shuts down completely and then restarts

Work units				
Op. no.	Operation text	Time	Damage code	Note
54-0650	MAINTAIN BATTERY VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)		8210N EM	
54-1011	PERFORM QUICK TEST		8210N EM	
82-9905	PERFORM SOFTWARE UPDATE FOR RADIO/COMAND		8210N EM	

Validity		
Vehicle	Engine	Transmission
C (204)	*	*