

smart media system cannot be operated, touchscreen does not react, interference noise during voice control

Topic number	LI82.85-P-061173
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	03-30-2015
Validity	Model series 453 with smart media system (SA code 556/558/535/557)
Reason for change	Remedy (software update) now available
Reason for block	

**Complaint:**

Touchscreen (A40/3p1) does not react to touch, freezes, interference noise during voice control and navigation announcements

**Cause:**

Software release of multifunction display (touchscreen (A40/3p1))

**Remedy:**

Disconnect multifunction display (touchscreen) from power supply and reconnect (perform a hardware reset):

- Disconnect starter battery or
- Remove fuse no.14 (F2f14, WIS) or fuse no.26 (operator's manual) or
- Unplug connector from multifunction display (touchscreen)

Install the new software for the multifunction display via USB. This software is available as a download at the After-Sales Portal (version 5014).

The software version already on the unit must have an end number smaller than "5014" (see attachment).

Please note that all settings will be lost during the update.

After-Sales Portal homepage -> Workshop & Knowledge -> Workshop equipment & special tools -> Service & Information -> Software updates -> W 453 589 01 22 00.

It is also possible to search for the part number "W 453 589 01 22 00". Note the capitalization and the spaces.

Attachments	
File	Description

SW-Stand.pdf	Display of software release
SMART software update.pdf	Software page in After-sales Portal

<b>Symptoms</b>
Communication/information / Entertainment / Radio / Nonfunctional
Communication/information / Entertainment / Screen/display / Miscellaneous
Communication/information / Communication / Voice control system VCS / Voice output faulty
Communication/information / Communication / Navigation / Navigation - Function / Navigation not selectable/available
Communication/information / Communication / Voice output / Malfunction

<b>Work units</b>				
Op. no.	Operation text	Time	Damage code	Note
		1AW	8206M E9	

<b>Validity</b>		
Vehicle	Engine	Transmission
453.041	*	*
453.042	*	*
453.044	*	*
453.341	*	*
453.342	*	*
453.344	*	*