

Mobile phone in general: Bluetooth connection between COMAND and mobile phone drops briefly

Topic number	LI82.70-P-063562
Version	2
Design group	82.70 Cellular telephone, voice control system (VCS)
Date	04-27-2016
Validity	Model 190, 205, 217, 222 with code 531 (COMAND Online)
Reason for change	Remedy added
Reason for block	

Complaint:

During a phone call, the Bluetooth connection between the COMAND unit (A40/3, A26/17) and the mobile phone drops briefly. The phone then reconnects by itself.

Note:

This behavior can occur with mobile phones from various manufacturers.

Cause:

Software release of COMAND unit (A40/3, A26/17).

Remedy:

A remedy is expected to be available with Regio DVD 07/16.

Note: Various apps installed on the customer's phone can affect the stability of the Bluetooth connection. On a case-by-case basis, reset the customer's phone and the COMAND unit (A40/3, A26/17) to the manufacturer default settings. On the iPhone, deactivating WLAN on the mobile phone can bring about an improvement.

Replacement of parts will not remedy complaint.

Symptoms
Communication/information / Communication / Mobile phone / Bluetooth / Bluetooth data communication / Bluetooth malfunction
Communication/information / Communication / Mobile phone / Bluetooth / Bluetooth HeadUnit / Authorizing fault

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8210R EM	Telephone function, poor communication quality/interference noise

