

COMAND: Message "Metadata Loss" or navigation menu constantly displays "Activating"

Topic number	LI82.85-P-066038
Version	5
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	05-17-2017
Validity	Model 216, 221 as of model year 2010 (code 800/801/802/803) with COMAND APS (except code 529) Affected VIN ranges: as of 216.#####A023933, as of 221.#####A286400
Reason for change	WIS reference added
Reason for block	

Complaint:

1. When the COMAND unit (A40/3) starts up, the message "Metadata Loss" appears. The Music Register cannot be selected.
2. The navigation menu constantly displays the message "Activating".

Note: The fault codes D205, D206 or D219 may be logged in the COMAND unit (A40/3).

Attachments	
File	Description
Navigation.jpg	Navigation "Activating" screen
Metadata.jpg	Metadata Loss screen
Meta Data loss issue.pdf	Symptom description

Cause:

Internal errors of the COMAND head unit Hard-drive (HDD).

Note:

In isolated cases the fault profile may also occur with new head units (A40/3).

Remedy:

First, please check whether the message is displayed only temporarily and disappears after changing from the radio to media and navigation several times.

After this, the menu for the Music Register must be selectable and the navigation map should be displayed.

Then wait for bus idle (approx. 3 minutes) and try to reproduce the complaint again.

XENTRY TIPS

If the problem is still present, the HDD of the COMAND unit (A40/3) must be replaced in accordance with the WIS document.

Procedure: The hard drive is replaced with the COMAND unit (A40/3) installed. The ESD regulations must be observed (see WIS reference). After replacing the hard drive, check the navigation function. If no map data is displayed after the replacement, the "existing map version" stored in VeDoc can be installed via the navigation DVD. The necessary activation code is available free of charge via VeDoc.

Symptoms
Communication/information / Entertainment / Display message / Function not available
Communication/information / Entertainment / Screen/display / Some menus cannot be selected
Communication/information / Communication / Navigation / Navigation with hard disk / Map update not possible
Communication/information / Communication / Navigation / Navigation - Function / Navigation not selectable/available

Control unit/fault code		
Control unit	Fault code	Fault text
COMAND (TGW)	D205	Component Hard disk in module A40/3 (COMAND control unit) is faulty.

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 000 906 65 04			Hard drive, USA	1		X

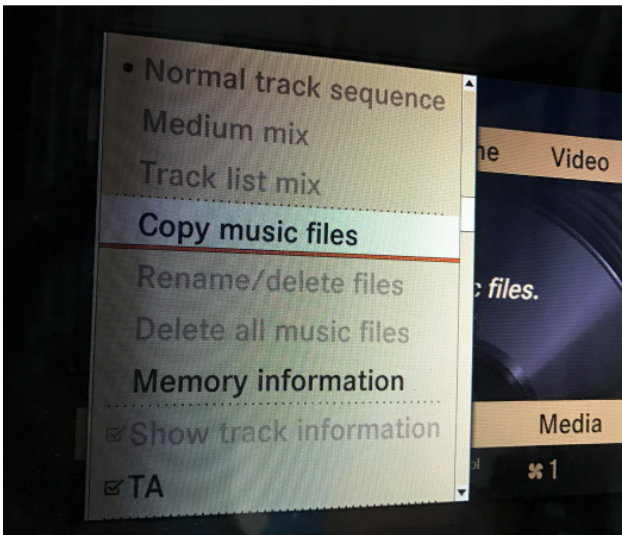
Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
82-7619	REPLACE COMAND APS HARD DRIVE	6 AW	53306 T6	HDD hard drive

WIS-References			
Document number	Title	Note	Allocation
ar82.85-p-1001sx	Remove/install COMAND APS hard drive		Remedy

Meta Data loss issue

no bug

1. One time message "loss of all meta data"
2. possible to select „Copy music files“ or „Memory information“ in music register
3. Try to copy mp3 files to music register
4. When all possible and message "meta data loss" only appears after first start up you can ignore message
5. Navigation map data available
6. No need to replace the head unit



Meta data loss issue

1. Not able to select any content of the music register
2. Wait a few minutes, check power supply
3. Reset the head unit back to factory settings
4. Navigation map data still remains in "activating please wait"
5. Message "loss of all meta data" pop up after start up

