

COMAND Online (code 531): Wrong date in system settings, incorrect time in instrument cluster

Topic number	LI82.85-P-069725
Version	4
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	07-18-2019
Validity	Model 205 with code 531 (COMAND Online) and 805, 806, 807, 808. Model 253 with code 531 (COMAND Online) and 805, 806, 807, 808, 809. Model 217 with code 531 (COMAND Online) and 805, 806, 807, 808. Model 222 with code 531 (COMAND Online) and 804, 805, 806, 807.
Reason for change	Complaint adapted.
Reason for block	

Complaint:

The following complaints may be noted:

- System settings of the COMAND Online control unit (A26/17) display an incorrect date.
- "SOS service not activated" message in Instrument cluster (see attached)
- "Data Connection Temporarily Unavailable" message in central display (see attached)

Attachments	
File	Description
Data connection message.jpg	Data Connection Temporarily Unavailable
service not activated message.jpg	SOS Service Not Activated

Cause:

The date stored in the COMAND Online control unit (A26/17 or A40/3) is unable to sync via GPS.

Remedy:

Update COMAND Online control unit software (A26/17) then perform epoch offset as outlined below.

Perform Epoch Offset in the Dealer menu:

- Press the Vehicle button and slide the controller downwards to System settings.
- Push controller to left and hold there for approx. 8 seconds.
- The "Dealer Menu" selection is then shown.
- Select the following menu items: -> Car -> Time -> Epoch Offset -> 2019-2038.
- Exit the Dealer menu using the "Back" button.
- To finish, "reset" the COMAND Online control unit -> System settings.

XENTRY TIPS

Check the date in the COMAND Online (A26/17) menu settings and adjust the time zone if necessary. Check for functionality again after a bus idle period.

Updated COMAND Online software will be available as follows:

- 222 with codes 531 and 804 - E18.3 available 08/2019
- 222 and 217 with codes 531 and 805 or 806 - E228.8 available 08/2019
- 222 with codes 531 and 807, 217 with codes 531 and 807 or 808 - E229.8 available 07/2019
- 205 and 253 with codes 531 and 805 or 806 - E228.8 available 08/2019
- 205 and 253 with codes 531 and 807, 808 or 809 - E232.7 available 07/2019

Symptoms
Communication/information / Information display / Displays / Clock / Malfunction
Communication/information / Information display / Displays / Clock / Synchronization with navigation system nonfunctional

Control unit/fault code		
Control unit	Fault code	Fault text
A40/3 / A26/17 - Audio or CO-MAND (Head unit), A2 / A40/3 / A26/17 - Audio or CO-MAND (Head unit) (HU5)	-	-

Attachments

Data connection message.jpg:



XENTRY TIPS

service not activated
message.jpg:

