

smart media system: display of GPS time not possible

Topic number	LI82.70-P-067315
Version	5
Function group	82.70 - Telephone, Voice-control-system(VCS)
Date	9/13/21
Validity	Model series 453 with smart media system (SA code 556/558/535/557)
Reason for change	Remove Damage Code

Complaint

With prior smart media system software releases (up to "8052"), the following complaints may occur from April 6, 2019:

- No system time displayed in the media system and in the instrument cluster
- No arrival time displayed when navigation is active
- No live services
- No auxiliary climate control in EQ vehicles

Please also refer to the Service Information bulletin SI82.85-P-0040A on this topic.

Note: In some cases, a system reboot will not be completed after a software update. The TomTom logo (small) is shown in the display or flashes continuously. As a result, the media system is not switched off.

Cause

GPS Week Number Rollover and current smart media system software release

Remedy

New software for the multifunction display (A40/3)

1. Install the new USB software for the multifunction display.

- Please note that all settings on the multifunction display will be lost.
- The latest software is available for download in XENTRY Portal: Mercedes-Benz XENTRY Portal home screen -> Maintenance & repair -> Workshop equipment -> Downloads & updates -> Software updates -> W 453 589 13 22 00

2. It is not necessary to perform new SCN coding of the Audio/COMAND display (ZAN A40/3) after the USB software update.

XENTRY TIPS

For this software release there is also a software update available made available for the customer to install. This update preserves the customer data. See www.smart.com/GPS for more information.

"8056" is shown in the display of the multifunction display if the workshop software was used by the Xentry Portal.

"8059" is shown in the display of the multifunction display if the customer software update was used.

Workshop software "8056" and customer software update "8059" have the same functions and the same software item number A453 902 93 10 (see quick test).

Remedy for reboot or media system remaining on: Lock vehicle and wait for the bus idle state (approx. 15 minutes). The media system must switch itself off after this time.

If this is not the case, remove the yellow 20A fuse (illustration 1) from the fuse box and re-install it.

Symptoms
Body > Air conditioning > Pre-entry climate control > Malfunction
Overall vehicle > Power supply > Battery/On-board electrical system > Battery function > Battery discharges
Overall vehicle > Networking > Diagnosis/software > Software update (add-on)
Communication/information > Entertainment > Screen/display > Display dark -System running
Communication/information > Entertainment > Screen/display > Miscellaneous
Communication/information > Entertainment > Overall system/system error > System operable/Display faulty
Communication/information > Information display > Displays > Clock > Malfunction
Communication/information > Communication > Navigation > Navigation - Function > Individual functions are not selectable/not available in navigation mode
Communication/information > Communication > Navigation > Traffic information > Dynamic navigation system non-functional
Communication/information > Communication > Mobile phone > Telephone > Individual functions are not selectable/not available in telephone mode
Communication/information > Communication > Mobile phone > Telephone > Poor understanding
Communication/information > Communication > Mobile phone > Telephone > Driver cannot be heard
Communication/information > Communication > Mobile phone > Telephone > Call cannot be connected
Communication/information > Communication > Mobile phone > Bluetooth > Bluetooth data communication > Bluetooth malfunction
Communication/information > Communication > Mobile phone > Bluetooth > Bluetooth HeadUnit > Authorizing fault

Control unit/fault code	
Control unit	Fault text
A40/3 - Audio/COMAND display (ZAN)	

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note