
COMAND: Does not start, cannot be operated, COMAND display remains dark

Topic number	LI82.85-P-055695
Version	1
Design group	82.85 Navigation and communication systems (CNS, ICS, COMAND, FleetBoard)
Date	02-19-2013
Validity	NTG4.5: Model 207, 212, 218 with code 088 or code 803 and code 512 (COMAND Online with integrated 6-disk DVD changer) or code 526 (COMAND Online without navigation) or code 527 (COMAND Online) or code 528 (COMAND Online without navigation) Model 166, 172, 176, 204, 246, 463 with code 802 or code 803 and code 512 (COMAND Online with integrated 6-disk DVD changer) or code 526 (COMAND Online without navigation) or code 527 (COMAND Online) or code 528 (COMAND Online without navigation)
Reason for change	
Reason for block	

Complaint:

The COMAND unit does not start or the COMAND display remains dark. The COMAND unit cannot be operated.

Note: The problem disappears after a lengthy idle period (>6h) or after interrupting the power supply (circuit 30).

Cause:

Software release of COMAND control unit (A40/3)

Remedy:

1. Disconnect the power supply of the COMAND unit for a short period of time (approx. 1 min). Following this the problem is rectified, but may reoccur.
2. Perform a software update of the COMAND unit (A40/3).

Note: Replacing the COMAND unit does not remedy the problem!

The complaint is permanently rectified with the following software updates:

- For vehicle models 207, 212, 218 with code 088: Software update of COMAND control unit (A40/3) to software release 12/47 00 or higher
- For vehicle models 166, 172, 204, 246 with code 802: Software update of COMAND control unit (A40/3) to software release 12/47 00 or higher
- For vehicle models 166, 172, 176, 204, 207, 212, 218, 246, 463 with code 803: Software update of COMAND control unit (A40/3) to software release 12/36 00 or higher

Note: The software will be available with Xentry Diagnostics version 03/2013 and Telematics DVD 03/13 (A 166 827 11 59).

Symptoms
Communication/information / Entertainment / Radio / Nonfunctional
Communication/information / Entertainment / Audio / Speakers emit no sound
Communication/information / Entertainment / Overall system/system error / System fails to power up, display dark
Communication/information / Entertainment / Radio / Device unavailable
Communication/information / Entertainment / Overall system/operation / Button nonfunctional

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
B (246)	*	*
C (204)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
G (463)	*	*
GL (166)	*	*
GLK (204)	*	*
M (166)	*	*
SLK (172)	*	*