COMAND Online: Audio volume reduction during navigation announcements nonfunctional after software update

Topic number	LI82.85-P-068902
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	10-08-2018
Validity	Model 213 with code 531 and code 807. Model 238 with code 531 and code 807 or code 808, without code 058.
Reason for change	
Reason for block	

Complaint:

After a software update of the COMAND Online control unit (A26/17) with XENTRY version 05/2018 or newer, the audio volume reduction during navigation announcements may be nonfunctional.

Cause:

Software release of COMAND Online control unit (A26/17).

Remedy:

Software update of COMAND Online control unit (A26/17) to software release E477.1.

The necessary software release is expected to be available with XENTRY version 03/2019 or newer.

In the meantime, the audio volume reduction function can be adjusted via the Dealer menu (see attachment for instructions).

This adjustment has no effect on Apple CarPlay or Android Auto. For these, the aforementioned software update is required.

Important:

Replacement of the COMAND Online control unit (A26/17) does not remedy the problem.

Attachments	
File	Description
Anleitung.pdf	Manual

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode

Communication/information / Communication / Navigation / Navigation - Function / There is no navigation announcement
Communication/information / Entertainment / Audio/Sound / Tone setting malfunction
Communication/information / Entertainment / Audio/Sound / Volume adjustment function error
Communication/information / Entertainment / Audio/Sound / Speakers emit no sound
Communication/information / Entertainment / Audio/Sound / Misfire
Communication/information / Communication / Navigation / Navigation - Function / Navigation instructions too loud/too quiet
Communication/information / Communication / Voice output / Malfunction

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - Audio or COMAND (Audio) (HU55)	-	-

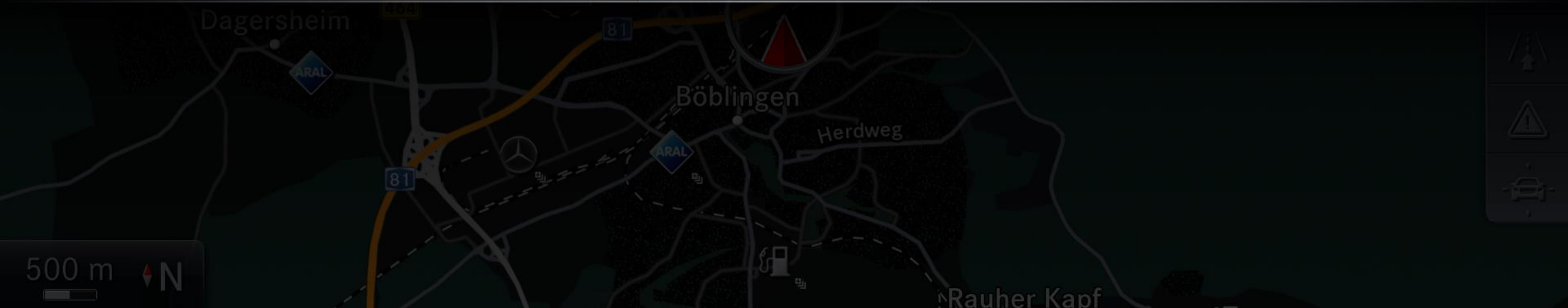| Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-0650	MAINTAIN ON-BOARD ELECTRICAL SYSTEM VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)		820F9 E8	
54-1011	PERFORM QUICK TEST		820F9 E8	
82-9905	PERFORM SOFTWARE UPDATE FOR RADIO/COMAND		820F9 E8	

1. Den Menüpunkt „Fahrzeug" markieren und anschließend die Zentrale Bedieneinheit gedrückt halten, bis das Dealer Menü erscheint

1. Mark the menu item „Vehicle" and keep the central controller pushed until the Dealer Menu appears.

Dealer Menu

0. SoftwareInformation
1. Volume Separation
2. Comfort Volume
3. Navi Demo Mode
4. Set Vehicle Position
5. Logging
6. Remote SWDL
7. Volume Compensation
8. System Reset
END

2. Den Eintrag „1. Volume Separation" wählen.

2. Select the item „1. Volume Separation".

1. Volume Separation

(1) Navigation Guidance	*9*
(2) Personal POI	*9*
(3) ETC Warning Message	*9*

3. Den Eintrag „(1) Navigation Guidance" wählen.

3. Select the item „(1) Navigation Guidance ".

6
9
12
15
18
21
24
27
30

4. Den Wert „30" für maximale Audioabsenkung wählen.

4. Set the value „30 for maximum audio faedout".

1. Volume Separation

(1) Navigation Guidance	30
(2) Personal POI	9
(3) ETC Warning Message	9

5. Das Dealer Menü verlassen.

5. Leave the Dealer Menu.