

COMAND Online: Intermittently no audio output in Apple CarPlay

Topic number	LI82.85-P-067217
Version	3
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-11-2018
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	Remedy adapted.
Reason for block	

Complaint:

There may intermittently be no audio output in the Apple CarPlay application. When the complaint is active, the graphic time indicator of the track progress advances (see attachment).

This behavior might occur only with iOS 10.x and higher, and more frequently after a bus idle or when the iPhone is unplugged and plugged back in during continuous operation.

Attachments	
File	Description
CarPlay no sound.mp4	No sound from Apple CarPlay

Cause:

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

Remedy:

Software update of COMAND Online control unit (A26/17) to software release E375.5.

The required software release is available with XENTRY version 05/2018 including addon 9946 or newer.

Important:

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

Symptoms
Communication/information / Entertainment / Audio/Sound / Speakers emit no sound
Communication/information / Entertainment / iPod / Not detected
Communication/information / Entertainment / Audio/Sound / Misfire
Communication/information / Entertainment / Media interface (UMI/UCI) / Audio output faulty
Communication/information / Entertainment / USB input / Audio output faulty

XENTRY TIPS

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)		820D2 EP	
54-1011	PERFORM QUICK TEST		820D2 EP	
82-9905	PERFORM SOFTWARE UPDATE FOR RADIO/COMAND		820D2 EP	