

COMAND Online: After map update is aborted, navigation no longer functions

Topic number	LI82.85-P-066769
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	07-18-2017
Validity	NTG4.5 COMAND Gen2 and Gen3: Model 117, 156, 166, 172, 176, 204, 207, 212, 218, 231, 246 with codes 512, 514, 527 and codes 803, 804, 805, 806 Model 463 with code XZ2, XZ3, XZ4, XZ5, XZ6
Reason for change	
Reason for block	

Complaint:

The update procedure may be aborted during the map update. The following message is then shown in the central display:

"Map update not possible. Ejecting DVD. Please refer to the operating instructions" (see Attachment)

The following message, for example, is then shown in the navigation application:

"Please insert: Navigation Update DVD No. 1" (see Attachment)

Repeated attempts to update the map are unsuccessful.

Note: In this state, it is also not possible to update the software of the COMAND Online control unit (A40/3) because the telematics DVD is not recognized.

Attachments	
File	Description
Bitte DV No1 einlegen.JPG	Please insert DVD No1
Kartenaktualisierung nicht möglich.JPG	Map update not possible

Cause:

Write error on the internal hard disk of the COMAND Online control unit (A40/3) due to unexpected voltage dips during the map update.

Remedy:

1. Delete the map data on the internal hard disk via XENTRY Diagnostics: Entry in the COMAND Online control unit (A40/3) -> "Special procedures" tab -> Navigation data (hard drive): Erase data (see Attachment).

The following addons are required:

- XENTRY version 05/2017: addon 7664

- XENTRY version 07/2017: addon 7665

Note: The procedure takes approx. 4 minutes and the COMAND Online control unit (A40/3) is restarted a number of times.

XENTRY TIPS

2. Reinstall the map data.

Important: An external power supply must remain connected at all times while map data is being installed.

Attachments	
File	Description
Kartendaten löschen via XENTRY.JPG	Delete map data via XENTRY
Delete map data via XENTRY.JPG	Delete map data via XENTRY

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode
Communication/information / Communication / Navigation / Navigation processor drive, external/internal / CD/DVD is not read
Communication/information / Communication / Navigation / Navigation processor drive, external/internal / Nonfunctional
Communication/information / Communication / Navigation / Navigation with hard disk / Map update not possible
Communication/information / Communication / Navigation / Navigation - Function / Navigation not selectable/available

Control unit/fault code		
Control unit	Fault code	Fault text
A2 - A40/3 - Audio or CO-MAND (Audio) (HU45)	9545	Update of navigation data failed.

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-0650	MAINTAIN BATTERY VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)		820CS G3	
82-9900	UPDATE MAP DATA FOR NAVIGATION SYSTEM		820CS G3	

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
B (242, 246)	*	*
C (204)	*	*
CLA (117)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
G (463)	*	*

XENTRY TIPS

GL/GLS (166)	*	*
GLA (156)	*	*
M/GLE (166)	*	*
SL (231)	*	*
SLK/SLC 172	*	*

Attachments

Bitte DV No1 einlegen.

JPG:



XENTRY TIPS

Kartenaktualisierung
nicht möglich.JPG:



Delete map data via
XENTRY.JPG:

