

COMAND Online: Some contacts on the telephone are not found via voice control.

Topic number	LI82.70-P-066767
Version	2
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	09-20-2017
Validity	Model 117, 156, 166, 176, 207, 212, 218, 242, 246, 292 with code 531 (COMAND Online).
Reason for change	BR231 added to Validity
Reason for block	

Complaint:

Some contacts on a telephone connected via Bluetooth cannot be found via voice control.

When an attempt is made to enter a contact via voice control, the contact is not found and voice control is canceled (see the attached video).

Notes:

The contacts can be selected manually using the rotary pushbutton.

Attachments	
File	Description
Complaint.mp4	Contact from iPhone not recognized via speech dialogue system / Kontakt vom iPhoen via Sprachbedienung nicht erkannt

Cause:

Software release of COMAND Online control unit (A40/3).

Remedy:

Software update of COMAND Online control unit (A40/3) to software release E120.3 or higher.

The necessary software release is expected to be available with Xentry version 12/2017 or newer.

Note: Replacement of the COMAND Online control unit (A40/3) does not remedy the problem.

Symptoms
Communication/information / Communication / Voice control system VCS / Input is repeated incorrectly or not at all
Communication/information / Communication / Voice control system VCS / Input is not understood
Communication/information / Communication / Voice control system VCS / Nonfunctional

XENTRY TIPS

Communication/information / Communication / Voice control system VCS / Voice output faulty

Control unit/fault code

Control unit	Fault code	Fault text
A2 / A40/3 / A26/17 - Audio or COMAND (HU5S1)	-	-

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
54-0650	MAINTAIN ON-BOARD ELECTRICAL SYSTEM VOLTAGE		8210P E9	
82-9905	PERFORM SOFTWARE UPDATE FOR RADIO/COMAND		8210P E9	
54-1011	PERFORM QUICK TEST		8210P E9	

Validity

Vehicle	Engine	Transmission
A (176)	*	*
CLA (117)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
GL/GLS (166)	*	*
GLA (156)	*	*
GLE (292)	*	*
M/GLE (166)	*	*
SL (231)	*	*