

COMAND Online/ Audio20 does not start/ cannot be operated/ display remains dark

Topic number	LI82.85-P-059362
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	07-08-2014
Validity	Model 205 with production date before 05/2014 and total distance traveled below 320 km or 200 miles.
Reason for change	Validity adapted.
Reason for block	

Complaint:

The Audio 20 control unit (A26/17) or COMAND Online control unit (A26/17) does not start (central display dark/ no audio output) and is not recognized with XENTRY Diagnostics although the fuses and the power supply are OK.

Cause:

- 1.) The vehicle is still in production mode.
- 2.) Transport mode has not been deactivated correctly in the Audio20 control unit (A26/17) or COMAND Online control unit (A26/17).

Remedy:

- 1.) If the instrument cluster (A1) displays the message "Production mode active" or "Production mode inactive", perform the guided test for the corresponding fault code "B15BF00" in the driver SAM control unit (N10/6). Deactivate production mode and then activate transport mode and deactivate it again.
- 2.) If no fault message appears in the IC, or if it is not possible to deactivate production or transport mode in the driver SAM control unit (N10/6), the coding of production or transport mode must be reset. Then, transport mode must be activated via the ON button and deactivated again using the OFF button.

The functions for resetting the coding and for activating and deactivating transport mode can be found under the following path in XENTRY Diagnostics: Driver SAM -> Actuators -> Transport mode (cf. attachment).

Requisite: At least XENTRY 01/2014 with add-on 3476 (SDconnect) or add-on 3479 (XENTRY Kit) or XENTRY 03/2014 with add-on 3477 (SDconnect and XENTRY Kit).

Note: Replacing parts does not remedy the problem.

Attachments	
File	Description
Istwerte-Transportmodus.JPG	Setting options in XENTRY

Symptoms
Communication/information / Entertainment / Radio / Nonfunctional
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

Work units				
Op. no.	Operation text	Time	Damage code	Note
			5452E F1	

Validity		
Vehicle	Engine	Transmission
C (205)	*	*