
NTG5.5: Incorrect time shown on instrument cluster, COMAND display, and analog clock

Topic number	LI54.30-P-072145
Version	1
Function group	54.30 - Instrument cluster, display instruments, hazard warning device
Date	10.12.2020
Validity	Model series 257, 213, 238, 463, 222, 217, 290, and 205 with NTG5.5
Reason for change	

Complaint

The incorrect time may be shown in the instrument cluster, COMAND Display, and analog clock. The clock may read 0:00.

This complaint may affect vehicles equipped with both Entry and High instrument clusters

Cause

Currently under analysis

Remedy

Perform the following:

1. Ensure that the latest software is installed for instrument cluster (A1), the Audio 20/COMAND (A26/17), and the HERMES control unit (N112/9)
2. If the above measure does not remedy the complaint, perform initial start-up of the instrument cluster control unit (A1)

Symptoms
Communication/information > Information display > Displays > Clock > Malfunction
Communication/information > Information display > Displays > Clock > Display segments missing

Control unit/fault code	
Control unit	Fault text
A1 - Instrument cluster (IC)	
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Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note