

## COMAND Online: It is sometimes not possible to connect mobile phones via Bluetooth.

Topic number	LI82.70-P-056963
Version	1
Design group	82.70 Cellular telephone, voice control system (VCS)
Date	08-21-2013
Validity	NTG4.5 Gen3: Model 117, 166, 172, 176, 204, 207, 212, 218, 231, 246, 463 with code 804 or code XZ3 and code 512 (COMAND Online with integrated 6-disk DVD changer) or code 526 (COMAND Online without navigation) or code 527 (COMAND Online) or code 528 (COMAND Online with integrated 6-disk DVD changer without navigation) or code EU2 (COMAND Online with integrated 6-disk DVD changer).
Reason for change	Attachments could not be opened.
Reason for block	

### Complaint:

The "Connect device" function in the menu item "Telephone" is sometimes grayed out following a system start (see the attachment) although the Bluetooth function is activated in the system setting of the COMAND Online control unit (A40/3). It is then not possible to set up a Bluetooth connection between the mobile phone and the COMAND Online control unit (A40/3).

Attachments	
File	Designation
Gerät_verbinden.jpg	Menu item not selectable / grayed out.
Connect_device.jpg	Menu item not selectable / grayed out

### Cause:

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

### Remedy:

Software update of COMAND Online control unit (A40/3) to software release 13/20.03 or higher.

The software will be available with Xentry Diagnostic version 09/2013 and Telematics DVD A166 827 09 00.

Note: The problem is rectified after bus idle or after resetting the COMAND Online (hold down the "ON button" for 8 seconds), but can occur again. Replacement of the COMAND Online control unit (A40/3) does not remedy the problem.

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Telephone mode is not selectable

Communication/information / Communication / Mobile phone / Telephone / Telephone/cell phone is not detected
Communication/information / Communication / Mobile phone / Bluetooth / Bluetooth HeadUnit / Bluetooth mode cannot be selected
Communication/information / Communication / Mobile phone / Bluetooth / Bluetooth HeadUnit / Telephone/comfort telephony is not detected in device list

Work units				
Op. no.	Operation text	Time	Damage code	Note
			87084 R3	

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
B (242, 246)	*	*
C (204)	*	*
CLA (117)	*	*
CLS (218)	*	*
E (207)	*	*
E (212)	*	*
G (463)	*	*
GL (166)	*	*
M (166)	*	*
SL (231)	*	*
SLK (172)	*	*