COMAND: Message "Metadata Loss" or navigation constantly displays "Activating"

Topic number	LI82.85-P-056976
Version	1
Design group	82.85 Navigation and communication systems (CNS, ICS, COMAND, FleetBoard)
Date	08-28-2013
Validity	Model 216, 221 as of model year 2010 (code 800/801/ 802/803) with COMAND APS (except code 529) Affected VIN ranges: as of 216.####A023933, as of 221. ####A286400
Reason for change	
Reason for block	

Complaint:

Fault profiles:

1. When the COMAND unit (A40/3) starts up, the message "Metadata Loss" appears.
2. The Music Register cannot be selected.
3. The navigation menu constantly displays the message "Activating".

Note: The fault codes D205, D206 or D219 may be stored in the COMAND unit (A40/3).

Attachments	
File	Designation
Navigation.jpg	Navigation activation screen
Metadata.jpg	Metadata Loss screen

Cause:

Malfunction of internal hard drive

Note:

In isolated cases the fault profile may also occur with new head units (A40/3).

Remedy:

Replacement of internal hard drive.

The hard drive is available separately as a replacement part.

Procedure: The hard drive is replaced with the COMAND unit (A40/3) installed. The ESD regulations must be observed (see WIS reference - currently in German).

After replacing the hard drive, check the navigation function.

If no map data is displayed after the replacement, the "existing map version" stored in VeDoc can be installed via the navigation DVD.

The necessary activation code is available free of charge via VeDoc.

Attachments	
File	Designation
AR82 85-P-1001SXde.pdf	AR document (German)

Symptoms
Communication/information / Entertainment / Display message / Function unavailable
Communication/information / Entertainment / Screen/display / Some menus cannot be selected
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
COMAND (TGW)	D205	Component Hard disk in module A40/3 (COMAND control unit) is faulty.

Parts							
Part number	ES1	ES2	Designation	Quantity	Note	EPC	Other make part
A 000 906 65 04			Hard drive, USA	1		X	

WIS-References			
Document number	Title	Note	Allocation
AR82.85-P-1001SX	Remove/install COMAND APS hard drive	The AR document is available in WIS as of approx. 09/2013.	Remedy

Validity		
Vehicle	Engine	Transmission
CL (216)	*	*
S (221)	*	*