

Upper control panel (UCP) / lower control panel (LCP) inoperable after bus idle

Topic number	LI82.00-P-073331
Version	1
Function group	82.00 - General
Date	8/10/21
Validity	Model series 213, 238, and 257 prior to facelift Model series 205 as of facelift
Reason for change	

Complaint

Intermittently after bus sleep the lower control panel (LCP) and upper control panel (UCP) may be inoperable.

The following DTCs may be stored on an initial quick test after the complaint has occurred:

U104587 "Communication with switch group "Cockpit" has a malfunction. The message is missing."

U115587 "Communication with the lower control panel has a malfunction. The message is missing."

U11A787 "Communication with lower control panel 2 has a malfunction. The message is missing."

Cause

Current Audio/COMAND Operating Unit (A40/9) software

Remedy

Update Audio/COMAND Operating Unit (A40/9) software using XENTRY Diagnosis

Symptoms	
Communication/information > Entertainment > Overall system/operation > Button nonfunctional	
Control unit/fault code	
Control unit	Fault text
A40/9 - Audio/COMAND operating unit (COU [ZBE])	U104587 - Communication with switch group "Cockpit" has a malfunction. The message is missing. U115587 - Communication with the lower control panel has a malfunction. The message is missing. U11A787 - Communication with lower control panel 2 has a malfunction. The message is missing.

XENTRY TIPS

A40/9 - Audio/COMAND operating unit (COU [ZBE])	<p>U104587 - Communication with switch group "Cockpit" has a malfunction. The message is missing.</p> <p>U115587 - Communication with the lower control panel has a malfunction. The message is missing.</p> <p>U11A787 - Communication with lower control panel 2 has a malfunction. The message is missing.</p>
A40/9 - Audio/COMAND operating unit (COU [ZBE])	<p>U104587 - Communication with switch group "Cockpit" has a malfunction. The message is missing.</p> <p>U115587 - Communication with the lower control panel has a malfunction. The message is missing.</p> <p>U11A787 - Communication with lower control panel 2 has a malfunction. The message is missing.</p>
A40/9 - Audio/COMAND operating unit (COU [ZBE])	<p>U104587 - Communication with switch group "Cockpit" has a malfunction. The message is missing.</p> <p>U115587 - Communication with the lower control panel has a malfunction. The message is missing.</p> <p>U11A787 - Communication with lower control panel 2 has a malfunction. The message is missing.</p>

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8224952	52 - does not operate correctly. CO-MAND controller, Audio/COMAND controller