



DTB

Date: January 7, 2009
 Order No.: P-B-82.70/616e
 Supersedes: P-B-82.70/616d dated August 11, 2008
 Group: 82

Revision History

Revision	Date	Purpose
e	1/7/09	Telematics CD Part Number Changed
d	8/11/08	Telematics CD Part Number Changed / COMAND Head Unit Update Process Step 6 Updated and COMAND Controller Update Process Step 5 Updated
c	7/28/08	COMAND Controller Flashing Added
b	3/28/08	Step 1 Updated (COMAND Head Unit)
a	3/12/08	Step 3 Added to Update Process (COMAND Head Unit)
-	3/6/08	Initial issue

**SUBJECT: Model 204.054/056/081
 As of Model Year 2008 Equipped with COMAND Head Unit (Code 512 , 527)
 Blue Tooth Hands-free Telephone Conversation Choppy, Echo/Distortion Detected
 Especially By The Land-line Caller**

If you receive customer reports in the above model vehicles of the Blue Tooth Telephone hands-free conversation audio quality being choppy, produces echo on both sides but especially detected by the landline, this maybe due to a software error in the COMAND head unit and/or in the COMAND controller (A40/3). To remedy, please update the COMAND head unit software to version 29/08 using DAS 11/08 (or later) and SD Telematics Disc part number **204 827 60 59** (or newer) and update the software in the COMAND controller using DAS 07/08.

COMAND Head Unit Update Process:

- 1) Turn engine and electrical consumers OFF → Connect a Battery Charger → Make sure all CDs/DVDs of any type are ejected from the head unit DVD changer.
- 2) Start DAS, proceed to menu: Control units → Information and communication → Audio, video navigation and Telematics → COMAND APS....→ Control unit adaptations → control unit programming.
- 3) Select Off-line SCN coding → DAS will then check the Software Level of the Telematics Components --> If a newer Software is available, DAS will prompt you for the Disc
- 4) Follow the DAS prompts ... insert the SD Telematics CD into the head unit slot 1 of the changer → wait until the CD is recognized → F2 → the update process will start automatically

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Do NOT turn head unit OFF during the update process. See Figure 1 showing what the COMAND screen looks like during the normal update process.

- 5) When process is complete, restart the Optical Ring
- 6) Go back to: control unit adaptations → Variant coding → Online SCN Coding. Perform an SCN Coding for the COMAND.

i **Note:** Make sure SCN coding is completed after the software update, otherwise, the software update deemed unsuccessful.

i **Note:** SD Telematics Discs are distributed only with a particular Star Diagnosis release. Please ensure that these CDs are stored in a safe place to access when needed as they are not orderable via the Parts Ordering System.

COMAND Controller Update Process:

- 1) Turn engine and electrical consumers OFF → Connect a Battery Charger → Make sure all CDs/DVDs of any type are ejected from the head unit DVD changer.
- 2) Start DAS, proceed to menu: Control units → Information and communication → Audio, video navigation and Telematics → COU (Central Operating Unit)....→ Control unit adaptations → control unit programming.
- 3) Select Off-line SCN coding → DAS will then check the Software Level of the COU → DAS will then check to see if newer software is available and if so programming will begin.
- 4) Follow the DAS prompts to begin programming.
- 5) Go back to: control unit adaptations → Variant coding → Online SCN Coding. Perform an SCN Coding for the COU.

i **Note:** Make sure SCN coding is completed after the software update, otherwise, the software update deemed unsuccessful.



Figure 1 P-B-82.70/616

i **Note:** The following allowable labor operations should be used when submitting a warranty claim for this repair. This information has been generated on July 28, 2008. Please refer to Netstar → Star TekInfo → Star Time for the most current labor time allowance.

In Case of Warranty

Operation: Software update – Radio/COMAND, perform (82-9905)
 Software update – COMAND controller, perform (82-0000)

Damage Code	Operation Number	Time (hrs.)	Model Indicator (s)
8210R EM	82 9905	0.3 hrs.	CA, CB, CC
	82 0000	0.3 hrs. *	CA, CB, CC

* Maximum time allowed with a separate time punch. Ensure that punches are labeled as NON time.