DTB

Date:	January 31, 2007
Order No.:	P-B-82.85/503a
Supersedes:	P-B-82.85/503 dated April 26, 2006
Group:	82

Revision History

Revision	Date	Purpose
a	1/31/07	Software and Remedy Update
-	4/26/06	Initial issue

SUBJECT: **Model 215.374/375/376/379, as of Model Year 2004**

Model 220.067/170/174/175/176/179/183/184, as of Model Year 2004

Model 230.474/475/476/479, as of Model Year 2005

Message "Flash File System Damage..." Displayed on Head Unit, Head Unit Resets, No Audio at Start Up Until Ignition Is Cycled, Cannot Navigate to a Location Saved Using Memory Function

If you receive customer reports in the above model vehicles of the COMAND Head Unit having any of the conditions below, update the head unit software to version **22/06 or 23/06** using Service Update Disc part number W220 589 05 22 00 to resolve the conditions below. The two software versions above contain the identical remedy; the difference only pertains to the two different LCD display characteristics on the Head Units, these characteristics are transparent to the user and present no degradation or difference in the display quality. Either version 22/06 or 23/06 is correct.

Head Unit Conditions:

- Head Unit displays the message "Flash File System Damage…" causing the system to shutdown on its own.
- Head Unit resets and the clock changes 5 or 6 hours ahead (German Time) based on vehicle position
- Clock losing time especially when parked for an extended period of time in an enclosed area with no GPS reception.
- In vehicles equipped with cellular telephone, the head unit may reset due to a large number of entries in the user's mobile phone (more than 300 entries) during the entries download.

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.

- Audio is not available intermittently after engine start, sometimes it would take about 30 seconds for the audio to be available or until the ignition is cycled.
- While driving, the user may need to save a current destination using the "memory location" feature. Should the user then decide to recall this destination from the Last Destinations List, it is possible that the user cannot successfully start route guidance to navigate to this destination.
- COMAND display intermittently is gray color and the map is no longer visible. This condition especially occurs in vehicles equipped with Navigation module part number **A211 820 52 26** or newer

i **Note:** Turn ignition and electrical consumers OFF, connect a battery charger and do not press any buttons on the head unit throughout the update process.

Head Unit Software Update Procedure

1. Turn head unit ON and ensure the disc drive is empty.
2. Insert the Service Update Disc into the head unit disc drive, wait about 10 seconds → the head unit will detect the disc and will display "Autonomous Update…" message, this indicates that the head unit is examining the signature of the disc → after about 5 minutes, the software update starts.
3. When the update process is complete, the head unit will eject the disc and goes into formatting the file system phase. Do not touch the head unit.
4. Remove the update CD form the head unit disc drive; the update process is now complete.
5. Allow MOST and CAN buses to sleep by waiting at least 3 minutes without operating the doors or windows in the vehicle.
6. Restart the optical ring.

i **Note:** After the update process the head unit will be in default factory mode, so you may need to manually adjust the time, map orientation and icon preferences, base/treble and fader settings and inform the customer to restore the voice name tags if stored by the customer

MBUSA Special Tool Number	Group / Category	Description	Dealer Net ($)
W220 589 05 22 00	82 / B	Software CD; COMAND	$9.00

i **Note:** This is a required Special Tool and will be automatically released to every MBUSA dealer in April 2006. Additional quantities can be ordered at the dealer's descretion upon receipt of your initial unit.

i **Note:** The following allowable labor operations should be used when submitting a warranty claim for this repair

In Case of Warranty

Operation: Short test, perform (54-1011)
Software update – radio/COMAND, perform (82-9905)

Damage Code	Operation Number	Time (hrs.)	Model Indicator (s)
82851 90	54 1011	0.3 hrs.	J2, J3, M1, M2, M6, M7, M8, M9, N1, N4, N5, N6, R1, R2, R3, R4
	82 9905	0.3 hrs.	J2, J3, M1, M2, M6, M7, M8, M9, N1, N4, N5, N6, R1, R2, R3, R4