

NTG 4 COMAND no audio on startup. Satellite Radio displays "Device Unavailable" when selected

Topic number	LI82.85-P-054716
Version	4
Design group	82.85 Navigation and communication systems (CNS, ICS, COMAND, FleetBoard)
Date	02-08-2013
Validity	All Model 204, 207, 212 vehicles with NTG 4
Reason for change	noted that Xentry software newer than 09/12 will work too.

Complaint:

Intermittently, no audio from any source on startup. Satellite Radio selection displays "Device Unavailable" on the COMAND

Resetting the CAN will bring back functionality most of the time.

Cause:

SDARs software on Telematics DVD A 212 827 82 59 & A 212 827 89 59 on SDARs part number A171 870 XX XX

Remedy:

Backdate the SDAR's software using the following process:

1. Insert Telematics CD into COMAND
 - a. For model 212, 207 vehicles, use A 212 827 72 59
 - b. For model 204 vehicles, use A 204 827 95 59
2. Using Xentry software 09/2012 with Add-On 2521 or newer versions, flash the Telematics software.

Symptoms
Communication/information / Entertainment / Audio / Poor audio quality
Communication/information / Entertainment / Radio / No audio
Communication/information / Entertainment / Radio / Device unavailable
Communication/information / Entertainment / Digital radio/Satellite digital audio radio / Unavailable in MOST
Communication/information / Entertainment / Media interface (UMI/UCI) / Audio output faulty