XENTRY TIPS

NTG3, COMAND shows wrong date, time
on the analog clock and cannot be altered

Topic number	LI82.85-P-069468
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	03-13-2019
Validity	Model series 221 and model series 216 with NTG3
Reason for change	

Complaint:

The analog clock time cannot be set/changed. The date is shown as incorrect. A change to the time in COMAND is not accepted by the analog clock.

NOTE:

- The navigation function is not affected

- The positioning of the vehicle is correct

- The computation of the arrival time is correct

Cause:

The GPS signal from the satellites may not be correctly processed by the COMAND.

Remedy:

Reset the instrument cluster control unit using Xentry Diagnosis.

Proceed as follows:

- Vehicle must have GPS reception (vehicle must be outdoors)

- Select correct time zone on COMAND, the Daylight Savings Time menu then appears

- The workshop must check here whether the automatic Daylight Savings Time setting has been deactivated on the vehicle with the problem

- The workshop then sets the COMAND time to the correct time

- The workshop resets the control units on the instrument cluster using Xentry Diagnosis. This option/function is available in all Xentry Diagnosis versions and does not require a special measures.

- The analog clock in the center console synchronizes with the COMAND time.

NOTE:

- Complaint resolved until next required time change!

- Customer does not have any navigation function restrictions!

- The date cannot be changed!