

- 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!