NTG3, COMAND (Code 527, 530) shows wrong date, time on the analog clock cannot be altered

Topic number	LI82.85-P-069468
Version	2
Function group	82.85 Navigation and Communication systems
Date	01-02-2020
Validity	Model series 221 and model series 216 with NTG3 code 527 and code 530
Reason for change	Remedy adapted

Complaint:

The following complaints may be noted by the customer:

- The analog clock time cannot be set/changed

- The date is shown incorrectly

- A change to the time in COMAND is not accepted by the analog clock

NOTE: Navigation functionality is not affected. The positioning of the vehicle is correct and arrival times are computed correctly.

Cause:

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

Remedy:

Update the firmware of the GPS receiver using the below instructions. Once this update is carried out it is then possible to set the time and date.

1. To install the software, the attached ISO image file needs to be burned onto a CD-R (must be a CD-R NOT a CD-RW).

2. Activate "Engineering Mode" by performing the following steps (See attachment for a picture detailing the steps):

 - Select "vehicle" then highlight "SYSTEM SETTING" using the COMAND controller

 - Push the COMAND controller to the right and hold it

 - Press the "seat adjustment" button and the "mute" button

3. Remove any and all CD's currently in the drive and place the burned CD-R with the .iso file into position 1

4. Under the "Navi" tab navigate to "GPS" and note the current software "Release" number

5. Under the "COMAND" tab, select "software update" to initiate the software update using the CD-R

6. Once the update is finished navigate to "GPS" and note the updated "Release" number. If the software update was successful, the "Release" number will change

7. Leave engineering mode and set the date and time using the standard menu

Attachments	
File	Description
W221_UpdateCD_ALL_HU_V1.iso	GPS firmware update .iso file
button sequence for engineering mode.jpg	Button sequence for engineering mode activation