

Service Campaign Bulletin

FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER
PARTS: GROUP I OF INFORMATION _ PARTS & ACCESSORIES BINDER

Campaign No. 2004090005
September 2008

Revision	Date	Purpose
A	09/09/08	Revision to Work Procedure
-	11/30/04	Initial release

TO: ALL MERCEDES-BENZ CENTERS

**SUBJECT: MODEL 230
MODEL YEAR 2005
FLASH UPDATE OF COMAND AND AUDIO GATEWAY (AGW)**

Note:

This Service Campaign supersedes the following DTBs: P-B-82.62/410b and P-B-82.85/412b. Performing this Campaign with DTB's 82.62/410b and 82.85/412, in any combination, will result in a charge back of the DTB's.

This Service Campaign has been initiated because DCAG has determined that on certain mentioned model 230 vehicles (see VIN range below), a software update for COMAND and the Audio Gateway (AGW) must be carried out for the following conditions:

COMAND

- COMAND head unit reset at MOST wake up
- Upon opening the vehicle door, the Mercedes-Benz Star flashes on and off a couple of times
- System not stable and Head Unit resets during normal operation

AGW

- Temporary or no audio at system start up
- Auto-Store search does not store stations
- Multiple AGW wake up at start up that maybe noted by user

Please review the Effective Serial Number chart located below and if necessary repair the subject vehicles during the vehicle's next service.

Prior to performing this Service Campaign:

- Please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.
- Please review the entire Service Campaign bulletin.

Approximately 2,105 vehicles are affected.

Effective Serial Number Range

Model	Chassis End Number	
	From	To
230	F 077822	F092641

Order No. P-SC-2004090005

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.

Procedure

Note:

- STAR Diagnosis DAS version 08/08 or newer with all appropriate patches.
- Preflash requirements:
 - ◆ Battery voltage >12.5 volts,
 - ◆ Battery charger connected to vehicle's battery.
 - ◆ Turn off all unnecessary electrical consumers (e.g.: A/C, lights, etc.)

A. FLASH UPDATE OF COMMAND

Note:

COMAND Service Update CD W220 589 05 22 00 released January 2007 is needed to complete the update process

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 and security information 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" . . . please do not touch the head unit.
4. Remove the update CD from the head unit disc drive; the update process is now complete.
5. If ignition is ON, turn it OFF remove the key and allow MOST and CAN buses to sleep by waiting at least 3 minutes without operating the doors or windows in the vehicle.
6. Connect DAS, navigate to the Audio Gateway and restart the optical ring and check the Software version to be one of the following: 22/06, 23/06 or 25/06 (based on the Head Unit HW version).

Note:

- During the update process which will take approximately 30 minutes, do not touch any buttons on the head unit as the update is a very sensitive process.

B. FLASH UPDATE OF AUDIO GATEWAY (AGW)

1. Navigate through the following screen menus in DAS to flash Audio Gateway:
Control units/Information and Communication/Audio-Video Navigation and Telematics/AGW – Audio Gateway (MOST network management, diagnosis gateway, radio tuner)/Initial startup/Control module programming (select: Determination of new control unit software and subsequent control unit programming).
2. Follow the Star Diagnosis to flash the AGW's software, this process will take approximately 15 minutes, please do NOT touch any buttons on the head unit as the update is a very sensitive process.
3. Erase fault memory, exit DAS, disconnect from vehicle's diagnostic port and remove ignition key.
4. Wait approximately 5 minutes and then start DAS again.
5. Perform Short Test, clear all DTCs and check the AGW's software version to be 16/05 or newer.

Note:

- If flash was not successful, please call the Technical Assistance Center (TAC) for further assistance. To close-out this Campaign, submit a Warranty Claim according to Procedures as outlined on Page 4

Note:

- No other labor operation codes can be claimed with this repair.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: COMAND and Audio Gateway – Flashing, Perform (02-4656)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
82 950 43	02-4656	0.9 (hrs.)	R1, R2, R3, R4