

NTG4, NTG4.5 with code 512, vehicle positioning on map delayed by up to 30 minutes, wrong date and time, they cannot be adjusted

Topic number	LI54.30-P-069636
Version	2
Function group	54.30 Instrument cluster, display instruments, hazard warning device
Date	04-05-2019
Validity	NTG4 and NTG4.5 with COMAND (code 512) on CLA (117), GLA (156), SLK/SLC (172), A (176), C (204), E (207), E (212), CLS (218), B (242, 246), GLE (292), G (463)
Reason for change	Remedy adapted
Reason for block	

Complaint:

Correct vehicle positioning on navigation map can take up to 30 minutes.

Wrong date and time and they cannot be adjusted or be synchronized with the clock on the instrument cluster.

In isolated instances there may be functional complaints with Live Traffic.

Cause:

GPS satellite signal cannot be correctly processed because of the WNRO (Week Number Rollover) in which the headunit will reset it's date counter.

Remedy:

Run Xentry Diagnostics quick test.

- on potentially affected vehicles a display is shown automatically,
- on vehicles with NTG4 up to and including modification year 08, a software update may be necessary.

To start automated sequence, please select "YES" when prompted, after approx. 15 seconds (without software update), a message is shown confirming that the procedure has been completed.

Follow the messages on the screen if any further work is desired.

NOTE: For problems with Live Traffic always note LI82.85-P-063619.

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / No satellite reception
Communication/information / Information display / Displays / Clock / Synchronization with navigation system nonfunctional

XENTRY TIPS

Control unit/fault code		
Control unit	Fault code	Fault text
A2 - A40/3 - Audio or CO-MAND (Head unit) (HU45) (GL/GLS (166),B (242, 246),M/ GLE (166),SLK/SLC 172,GLA (156),G (463),E (212),A (176),E (207),C (204),CLS (218),CLA (117))	-	-
A2 - A2/56 - A40/3 - Audio or COMAND (Audio) (HU_204) (E (212),E (207),C (204),CLS (218))	-	-