



**DTB**

Date: February 17, 2005  
Order No.: P-B-82.85/437  
Supersedes:  
Group: 82

**SUBJECT: Model 171.456, Model Year 2005  
Model 171.454/473, Model Year 2006  
Model 211.026/065/070/076/082/083/265/282/283, Model Year 2004 and Later  
Model 211.056/087/256/287, Model Year 2006  
Model 219.375/376, Model Year 2006  
Erroneously Changing Background, Keyboard Functions in Vehicles Equipped with  
COMAND Head Unit**



**Note: For Information Only!**

If you receive customer reports in the above model vehicles of the COMAND head unit exhibiting one of the following, the variant and settings on the head unit must be restored to correct operation.

- Color scheme is incorrect for the model (Brown/Yellow background color incorrectly shown on a 171/219/ 211 COMAND Head Unit instead of the correct blue and gray colors).
- The head unit background images at start time do not match the correct image for the specific model (Example AMG background shown on a non- AMG model vehicle).
- Hard keys and soft keys not functioning correctly in all modes, Audio, Telephone or Navigation.

Examples of incorrect settings are listed below:

- Pressing the "END" key incorrectly yields "AM/FM" application
- Pressing "SEND" key incorrectly yields "SEEK+" response
- Pressing "2" key incorrectly "6" and "5" would trigger " MUTE"



**Warning!** Be advised that the repair is NOT covered under warranty and claims submitted for this issue will be debited accordingly.

- Mercedes-Benz USA ensures that all vehicles functioning and operating correctly and as specified on all systems prior to delivery.
- Be advised that changing the settings on the COMAND head unit or any other component can only

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occur when a user deliberately and manually enters a certain number sequence or combination on the head unit and proceeds to alter specified settings for each model vehicle.

- There are many sources of information that provide such unapproved methods to change parameters in the system. These sources are not affiliated nor supported in any method by MBUSA or any of its affiliates.
- Please be aware that if the instructions below did not succeed to recover correct functionality and operation of the head unit, then the head unit **MUST BE** replaced.
- Cost of work and replacement of the head unit will be charged to the customer.

The procedure below is a guideline of how to identify and recover the head unit back to normal operation. This procedure is to be used as reference only.



Figure 1 P-B-82.85/437  
Example of 211 head unit image with incorrect 171 or 211 AMG background.

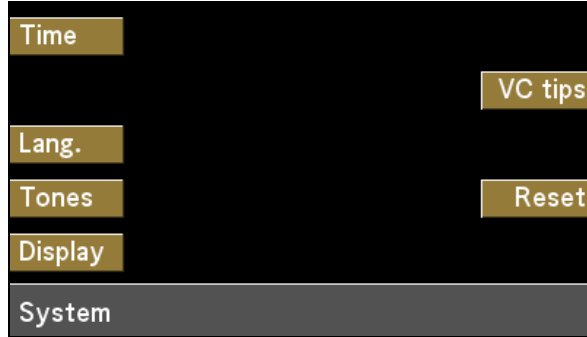


Figure 2 P-B-82.85/437  
Example of 240 system menu incorrectly selected on a 211 head unit

The procedure below is used for all model line head units:

1. Turn Ignition on and power ON the head unit
2. Press and hold the key combination (5+3+7) in this sequence for about 8 seconds to access the variants menu (Figure 3).
3. Scroll up or down and select the correct head unit variant for the subject vehicle, press OK to confirm.
4. Press the “**Keybrd.**” soft key for the list of possible keyboard types (Figure 4).



Figure 3 P-B-82.85/437



Figure 4 P-B-82.85/437

5. Scroll up or down and select the correct head unit Keyboard for the subject vehicle, press OK to confirm.
6. Upon correcting the variant and keyboard settings, turn ignition off and ensure MOST and CAN asleep.
7. Turn ignition ON and check the functionality of all keys on the head unit using different applications.