

### 1. What is NTG1, NTG2, NTG2.5, NTG3, NTG4 etc

NTG1 was the first DVD based system fitted to the W211 E class, the CLS class, the old W220 and W215 S and CL classes, the SL and the SLK. The navigation processor was separate and in the boot (trunk) of the car. The AGW (amplifier, tuner and diagnostic interface) is also part of this setup and it is a separate hidden unit in the boot or under the passenger feet in the SLK.

NTG2 was then introduced for the A/B/C/CLK/ML/R/GL vehicles, the navigation DVD was then in the head unit (with the AGW also).

NTG3 was then introduced in the new W221 S and W216 CL vehicles, with an internal hard disk for the map and Bluetooth phone support in the head unit. A separate rotary controller is used to control the NTG3 unit

NTG4 was then introduced for the W204 C class, which is a cost reduced NTG3 and will be in the W212/W207 new E class and E class coupe but may require different map disks.

And NTG2.5 has been introduced for Model Year 2009 vehicles (except those with NTG3/4), which has a built in hard disk, bluetooth, and no separate controller.

### 2. What cars are factory fitted with COMAND-APS ?

The new A class (W169), B Class (W245), C Class (W203) from roughly April 2004, CLK (W209) from roughly June 2004, E Class (W211), CLS (W219), GL (X164), new M Class (W164), R Class, SL Class from roughly June 2005, S class (W220) from MY2004, CL class from MY2004 and the Smart ForFour. The latest S (W221) and CL (W216) class have newer systems which are not really covered by this document. Note that the A/B/C/CLK/ML/R/GL in the USA is not fitted with COMAND-APS it is fitted with MCS-II which is completely different to COMAND-APS.

### 3. Who makes COMAND-APS ?

Harman Becker and Siemens make the COMAND-APS units. Siemens seem to make the S(W220)/CL(W215)/SL units and the USA versions of the E/CLS/SLK units. Becker seem to make the others. There may be Becker versions of the USA E/CLS units. The USA A/B/C/CLK/ML/R/GL unit is not COMAND-APS, it is MCS-II and is made by Alpine.

### 4. What bits make up COMAND-APS and what do they do ?

There are a number of components that make up the COMAND system, in some cars many of these components are in the main display unit, in others they are distributed around the vehicle.

*Audio Gateway (AGW)* - this unit contains the Tuner (radio), the MOST fibre optic controller and the diagnostic interface.

*COMAND* - this is the display module

*Navigation* - this module provides navigation functionality.

In the A/B/C/CLK/ML/GL/R/ForFour all 3 of these units are built into the display module. On other vehicles the Navigation system is in the trunk (boot) of the car. The AGW is either near the Navigation system, or built into the head unit.

(Certainly on S/CL/SL it is built into the head unit). The US COMAND-APS unit is very different, and in fact is known as MCS-II - the navigation unit is in the head unit, but it is an option and can be added (or removed) later.

### 5. What hidden menus are there ?

On the E/CLS, holding down 1,3,8 keys simultaneously just after COMAND-APS is turned on without a CD in the drive will put the COMAND-APS into 'update' mode, waiting for a service CD to be inserted.

There is also a hidden menu on E/CLS/CL/SL/SLK which reveals 'engineering mode' - that allows you to change DVD region coding, and to enable another menu that allows video in motion. I do not believe in watching TV/DVD whilst driving, so please don't ask me for more information on this.

On the A/B/C/CLK/ML/GL/R class unit, in navigation mode, if you hold down the NAV and 5 keys for about 10 seconds, a whole diagnostic menu appears - be careful, I'm sure you can break your unit if you start deleting files here.

### 6. I got an E class unit, will it go in my C class ?

The units will only fit in the vehicle they are designed to. This means the part number starts with the model series - i.e A211 870 xx xx goes in an E class (W211). However, some cars are based on each other (such as A and B, or E and CLS).

B class (W245) uses A class (W169) units, CLS (W219) uses E class units (W211), CL (W215) uses S (W220) units and GL (X164) uses ML (W164) units. CLK (W209) units and C Class (W203) units are definitely not interchangeable.

### 7. I just installed COMAND-APS and it immediately turns off -Why ?

COMAND-APS will display the Mercedes Star and turn straight off (or within a short while) if its expecting equipment on the MOST fibre optic network that is not present. You will need to get the unit coded by the MB dealer and his Star Diagnosis computer.

### 8. What Map disks work with COMAND-APS ?

The map disks are different for the A/B/C/CLK/ML/R/GL/Smart-four and the E/CLS/S/CL COMAND systems, and of course, the numbering systems overlap.

Version 6.1 for A/B/C(etc) was the first disk to support TMC in the UK (older versions supported TMC in other parts of Europe. Version 5.0 was the first E/CLS/etc disk to support UK TMC

The latest A/B/C/CLK/ML(etc) disk for Europe is V9.1 - Version 8.0 is the just becoming available for E/CLS/(etc) disk, and V3.0 is the latest New-S-Class (W221) disk.

Theres a good supply of European map disks on EBAY.

### 9. What are the map disk part numbers ?

These are the European map disk part numbers.

<b>NTG1: E/CLS/S/CL/SL/SLK/Maybach (Europe)</b>			
<b>Version 3.0</b>	B6 782 3341	A211 827 52 59	
<b>Version 4.0</b>	B6 782 3369	A211 827 67 59	
<b>Version 4.1</b>	B6 782 3395	A211 827 81 59	
<b>Version 5.0</b>	B6 782 3489	A211 827 68 59	
<b>Version 5.1</b>	B6 782 3627	A211 827 93 59	
<b>Version 6.0 (2007)</b>	B6 782 3659	A211 827 95 59	
<b>Version 7.0 (2007/2008)</b>	B6 782 3855	A211 827 10 65	
<b>Version 7.0 Platinum</b>	B6 782 3879	Spain/Portugal Only	
<b>Version 8.0 (2008)</b>	B6 782 3886	A211 827 15 65	
<b>Version 9.0 (2008/2009)</b>	B6 782 3887	A211 827 21 64	
<b>Version 10.0 (2009/2010)</b>	N/A	A211 827 24 65	Oct 2009
<b>NTG2: A/B/C/CLK/ML/GL/R/Smart-ForFour (Europe)</b>			
<b>Version 2.0</b>	N/A	A169 827 12 59	
<b>Version 2.1</b>	N/A	A169 827 16 59	
<b>Version 3.0</b>	B6 782 3379	A169 827 14 59	
<b>Version 4.0</b>	B6 782 3386	A169 827 20 59	
<b>Version 6.0</b>	B6 782 3490	A169 827 26 59	
<b>Version 6.1</b>	B6 782 3641	A169 827 33 59	
<b>Version 6.2</b>	B6 782 3674	A169 827 36 59	
<b>Version 6.3</b>	B6 782 3695	A169 827 45 59	
<b>Version 8.0 (2007)</b>	B6 782 3743	A169 827 51 59	
<b>Version 9.0 (2007/2008)</b>	B6 782 3848	A169 827 50 59	
<b>Version 9.1(2007/2008)</b>	B6 782 3893	A169 827 56 59	
<b>Version 10.0 (2008/2009)</b>	B6 782 3944	A 169 827 58 59	Oct 2008
<b>Version 11.0 (2009/2010)</b>	N/A	A169 827 65 59	Jul 2009
<b>NTG2.5 (MY2009 hard disk) (Europe)</b>			
<b>Version 1.0 (2008)</b>	B67823955		
<b>Version 1.1 (2008)</b>	B67823971		Q4 2008
<b>Version 2.0 (2008/2009)</b>	B67823956		June 2009
<b>Version 3.0 (2009)</b>	A1718272459		Nov 2009
<b>NTG3: New S/CL-Class (W221/W216) (Europe)</b>			

<b>Version 3.0</b>	B6 782 3699	
<b>Version 20070</b>	B6 782 3700	
<b>Version 2007/2008</b>	B6 782 3899	
<b>Version 2008/2009</b>	B6 782 3949	
<b>Version 2009</b>	A221 827 56 59	
<b>Version 2009/2010</b>	A2218276759	Oct 2009

#### **NTG4-204: New C/GLK (W204) (Europe)**

<b>Version 2008</b>	A204 827 36 59	
<b>Version 4.1 (2008/2009)</b>	A204 827 57 59	Dec 2008
<b>Version ??</b>	A204 827 46 59	
<b>Version 6.0 (2009/2010)</b>	A204 827 47 59	Oct 2009

#### **NTG4-212: New E/Coupe (W212/W207) (Europe)**

<b>Version TBA (2009/2010)</b>	A212 827 22 59	Nov 2009
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Please note that if you are upgrading your map disk from Europe V3.0 or USA V2004.2 to Version 7 in the NTG1 systems vehicles your navigation unit may need a firmware update to recognise the disk. This is a 5 minute procedure using disk W211 589 15 22 00. It is not needed for an upgrade to V9

#### **10. Are software upgrades available for COMAND-APS ?**

As described above there are 3 different parts of COMAND-APS, the AGW, the Navigation processor and the display unit. In the A/B/C/CLK(etc) all units are in the same physical head unit. In other models the Navigation processor and often the AGW are separate.

In all cases the AGW is only updatable by the dealer using their Star Diagnosis machine.

The navigation processor software normally is on the Navigation disks itself and therefore updates when a new mapdisk is inserted - however there are also sometimes releases that are for the navigation processor and thus applied using the navigation processor's DVD drive.

On A/B/C/CLK/ML/GL/R there is a software release (May 06) for the US headunit to enable MP3 playback. The US unit is very different to EU units (the navigation processor can be removed from the head unit) and therefore the MP3 update/functionality is not available for Europe. There are two or three current disks shown for this update in the list below - different disks are for different part number head units.

The European and USA CL/S/SL units (made by Siemens) update disk is W220 589 03 22 00

There are also specific E and SLK class update disk for Becker units which add MP3 support to older units and fix various issues.

On the SLK/E/CLS/CL/SL/S the navigation processor is separate (in the boot/trunk) and has its own DVD - the update disk is W220 589 04 22 00. The navigation processor on other cars is built into the head unit.

#### **Current Software Update Disks**

<b>Region/Vehicle</b>	<b>Disk Part Nr</b>	<b>Announced</b>	<b>Version/Date Details</b>
EU SLK HeadUnit	W171 589 03 22 00	18 Jan 2007	SW-Rel 21.090 30/06>/TD>
US SLK HeadUnit	W171 589 04 22 00	18 Jan 2007	SW-Rel 22.100 46/06
US ML/C/CLK/B/R HeadUnit no MP3	W203 589 03 22 00	5th May 2006	SW 52/ 05
US ML/C/CLK/B/R HeadUnit with MP3	W203 589 04 22 00	5th May 2006	SW 51/05
US ML/C/CLK/B/R Nav Processor	W203 589 05 22 00	5th May 2006	SW 31/04
EU E,CLS HeadUnit	W211 589 13 22 00	18 Jan 2007	SW-REL 21.090 30/06
US E,CLS HeadUnit	W211 589 14 22 00	18 Jan 2007	SW-Rel 22.100 46/06
US/EU SLK/E/CL/CLS/S/SL Navigation Processor	W220 589 04 22 00	22 March 2006	SW-Rel 1.91

EU/US CL/S/SL HeadUnit	W220 589 05 22 00	4 Oct 2006	SW-Rel 22/06 - 25/06
EU Maybach	W240 589 06 22 00	22 Feb 2006	SW-Rel 15.130 Build 51/05
US Maybach	W240 589 07 22 00	22 Feb 2006	SW-Rel 16.150 Build 04/06

### Old Software Update Disks

Region/Vehicle	Disk Part Nr	Announced	Version/Date Details
EU SLK HeadUnit	W171 589 00 22 00	SW-Rel 9.390 Build 15/04	
EU SLK HeadUnit	W171 589 01 22 00	26 Jan 2006	SW-Rel 15.130 Build 51/05
US SLK HeadUnit	W171 589 02 22 00	22 Feb 2006	SW-Rel 16.150 Build 04/06
US C/CLK HeadUnit	W203 589 00 22 00	25 Jan 2005	
US ML/C/CLK/B/R HeadUnit	W203 589 01 22 00	22 Sept 2005	
US ML/C/CLK/B/R HeadUnit	W203 589 02 22 00	19 Apr 2006	SW-Rel E11.1 Build 50/05
EU E/CLS HeadUnit	W211 589 00 22 00	SW-Rel 7.130 11-06-2003	
EU E,CLS HeadUnit	W211 589 06 22 00	26 Nov 2003	SW-Rel 9.390 Build 17/04
US E,CLS HeadUnit	W211 589 07 22 00	11 May 2004	SW-Rel 10.270 Build 13/04
EU E,CLS HeadUnit	W211 589 10 22 00	26 Jan 2006	SW-Rel 15.130 Build 51/05
US E,CLS HeadUnit	W211 589 11 22 00	22 Feb 2006	
US CL/S/SL HeadUnit	W220 589 02 22 00	5 Aug 2005	Built 21/10/2004
EU/US CL/S/SL HeadUnit	W220 589 03 22 00	1 Dec 2005	SW-Rel V28.X.14 Build 51/05
EU Maybach	W240 589 03 22 00		
US Maybach	W240 589 05 22 00		

### Other Software Service Disks

Part Nr	Vehicles	Usage
W211 589 15 22 00	E/CLS (etc)	Navigation drive firmware
W203 589 06 22 00	A/B/C/CLK (etc)	Head unit software reset

#### 11. How do I get Estimated Time of Arrival on the screen

The ability to display ETA below the map whilst navigating was added for Model Year 2007. The software needs to be upgraded in the system to enable this by your Mercedes Dealer - see the software section in this FAQ.

#### 12. My COMAND-APS has 3 part numbers on the label - what do they mean ?

The first part number is the unit itself, the second is normally the audio-gateway if the unit contains one, and the third is the software initially installed on the audio-gateway.

#### 13. The dealer can't activate the instrument cluster Navigation screen.

The latest cars (such as new A class) clusters are coded with a 'SCN' code which the dealer gets from Mercedes-Benz. This code is generated from the MB 'FDOK' database which lists exactly what options the car has, its model year and other important information. So the dealer must have Mercedes add the option code for COMAND APS (527 in Europe) to FDOK, wait for that to be actioned then request the new SCN code and recode the cluster. Some European dealers have the ability to update FDOK themselves, mostly the country headquarters have to do it.

#### **14. The dealer can't make my phone work after installing COMAND**

This applies to the COMAND-APS with the map disk in the head unit.

When the dealer uses Star Diagnosis and runs through the initial startup sequence they must tell the COMAND APS that there is something on the MOST ring. If they do not, then COMAND APS never looks on it's MOST ring. Telling the COMAND to 'set configuration to match what is actually on the ring' does not work if the COMAND-APS was set to have nothing on the ring. They should set the order of the ring as AGW, Phone, COMAND, save that and then re-scan the ring. Just occasionally the unit needs a proper reset (pull the fuse in the fusebox) after the ring order is set in order for it to be able to find the items on the ring.

#### **15. Can I reset my COMAND-APS, its going slow, not finding many satellites etc ?**

On the COMAND-APS with the map disk in the head-unit, hold down the 5 button, wait a second, then hold the 3 button as-well, wait a second then hold the 7 button as-well (you will now be holding down 3 buttons). The unit will then stop responding, and a few seconds later it will reboot.

#### **16. Can I put a European COMAND-APS into a North American car ?**

You can not put a European COMAND APS for A, B, C, CLK, ML, GL, R class into a US/Canada vehicle because the MAP disks are not compatible and thus Navigation will not work. The US unit (MCS-II) is made by Alpine and completely different to the European (and rest-of-world except Japan) unit made by Becker. If you are bringing a US vehicle to Europe, then you can put the European COMAND APS system in, it has the same connectors, and its just a case of swopping the units over and having it coded to understand the other audio related control units in your car. I do not know if E/CLS/S/CL/SLK/SL units are interchangeable. I suspect the SL unit is, since both units are made by Siemens.

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