
Audio20: Various complaints concerning the Garmin Map Pilot

Topic number	LI82.85-P-061041
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	03-12-2015
Validity	Model 205 with code 522 (Audio20 NTG5 radio with navigation capability) and code 355 (Preinstallation for navigation retrofit) or 357 (SD card navigation).
Reason for change	Complaint adapted. Remedy adapted. Distribution adjusted.
Reason for block	

Complaint:

Various complaints occur intermittently with the Garmin SD card navigation.

To date, the following complaints are known:

- When deviating from the previously calculated route, the system keeps directing you back to the original route until just before the destination is reached.
- Roads with access restrictions are sometimes interpreted incorrectly, which may mean that a route cannot be calculated.
- A U-turn instruction is sometimes received before crossing an international border or when driving in tunnels in the opposite direction to the calculated route.
- Navigation instructions are sometimes absent at intersections.
- Navigation instructions are sometimes incorrect at traffic circles.
- The zoom factor in the map view intermittently readjusts itself automatically. This Autozoom function cannot be deactivated.
- When route guidance is inactive, the street names are not shown on the instrument cluster display.
- Audio volume reduction insufficient during navigation messages.
- The current map scale is not displayed.
- The warning message must be confirmed using the rotary pushbutton within one ignition cycle when the navigation function is activated for the first time.

Cause:

Software version of Garmin SD card.

Remedy:

Software update of Garmin SD card to software release E21. The software has been available online since 01/2015.

Interface improvements:

- The Autozoom function can be deactivated in the Garmin menu "Settings" > "Map Display".
- The display of the current map scale can be activated in the Garmin menu "Settings" > "Map Display" > "Display Trip Data".
- The warning message is acknowledged automatically after approx. 10 seconds.

In addition, the latest software for the Garmin SD card introduces general optimizations in system stability and route calculation in order to improve route guidance.

The current software release of the Garmin SD card can be read in the Garmin menu "Settings" -> "System" -> "System Information" -> "Device Information".

The software update of the Garmin SD card is free of charge and can currently be performed using the download manager in ODUS.

Note: Complaints about route guidance cannot be remedied by a software update of the Audio20 control unit (A26/17).

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode
Communication/information / Communication / Navigation / Navigation - Function / Driving directions incorrect/navigation system imprecise
Communication/information / Communication / Navigation / Navigation - Function / Route calculation very slow
Communication/information / Communication / Navigation / Navigation - Function / Route guidance incorrect/implausible
Communication/information / Communication / Navigation / Navigation - Function / Navigation instructions too loud/too quiet
Communication/information / Communication / Navigation / Mobile navigation unit / Function error

Work units				
Op. no.	Operation text	Time	Damage code	Note
			8210S 90	

WIS-References			
Document number	Title	Note	Allocation
SI82.61-P-0002A	Service Information: Notes on handling the SD card navigation system Garmin MAP PILOT		Remedy

Validity		
Vehicle	Engine	Transmission
C (205)	*	*