

Garmin MAP PILOT: General information in the event of complaints

Topic number	LI82.85-P-064311
Version	1
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	06-16-2016
Validity	NTG 5*1: Model 117, 156, 166, 172, 176, 207, 212, 218, 242, 246, 292 with code 522 (Audio 20 NTG5 radio incl. preinstallation for SD card navigation) or code 357 (SD card navigation) NTG 5*2: Model 205, 253 with code 522 (Audio20 NTG5 radio with navigation capability) and code 355 (Preinstallation for navigation retrofit) or 357 (SD card navigation)
Reason for change	
Reason for block	

Complaint:

I) Vehicle:

- SD card not recognized by the vehicle
- Vehicle displayed beside the road
- Route preference implausible

II) Download Manager:

- SD card not recognized by Download Manager
- SD card cannot be updated

Cause:

I) Vehicle:

- Audio 20 software
- SD card software
- Wrong SD card
- SD card from different vehicle

II) Download Manager:

- Download Manager version

Remedy:

XENTRY TIPS

I) Vehicle:

- Check that the Audio 20 software is current and update if necessary
- Check that the Garmin SD card software is current and update if necessary
- Check the vehicle identification number stored in the Garmin SD card in the Download Manager
- Run the Recovery function for the Garmin SD card in the Download Manager
- General information in the event of complaints about voice control with the Garmin MAP PILOT, reference to LI82.85-P-064225

II) Download Manager:

- Delete the file "Downloadmanager.xml" (located on the SD card in the "Garmin" folder)
- Delete the Download Manager from the computer
- Reinstall the Download Manager from the ODUS system
- Run the Recovery function in the Download Manager

If the steps described above do not rectify the complaint, please contact your relevant Market Performance Center. To process your query, the following data is required:

I) Vehicle:

- Audio 20 control unit log
- Part number of the SD card
- Screenshot of the software information in the Garmin MAP PILOT under Settings -> System -> System Information -> Device Information
- Screenshot of the software information in the Garmin MAP PILOT under Settings -> System -> System Information -> Software Version
- Copy of GarminDevice.xml (located in the "Garmin" folder on the SD card)
- Screenshot of the Garmin folder (located on the SD card under "Garmin")
- Screenshot of the Download Manager window with the SD card inserted
- HU logs at the time of the problem (only these guarantee that all the relevant information is provided; see attachment for instructions)
- GPS coordinates or map extract showing the location of the vehicle when the problem occurred

II) Download Manager:

- Part number of the SD card
- Copy of GarminDevice.xml (located in the "Garmin" folder on the SD card)
- Screenshot of the Garmin folder (located on the SD card under "Garmin")
- Screenshot of the Download Manager window with the SD card inserted
- Download Manager ID (hover the mouse pointer over the version number, wait a little and the version number of the Download Manager will appear; see attachment)

XENTRY TIPS

Attachments	
File	Description
Creating a HU-log.pdf	Instructions for creating a HU log Model: 205, 253
NTG5St1_Entry_Rel1Engl.pdf	Instructions for creating a HU log Model: 218 with code 805 & 055 and 166, 207, 212, 292 with code 806
NTG5St1_Entry_Rel2Engl.pdf	Instructions for creating a HU log Model: 166, 207, 218, 292 with code 806 & 056 and 117, 156, 176, 242, 246 with code 806 & 140 and 172 with code 807
Downloadmanager-ID.pdf	Where to find Download Manager ID

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Driving directions incorrect/navigation system imprecise
Communication/information / Communication / Navigation / Navigation - Function / Route guidance incorrect/implausible
Communication/information / Communication / Navigation / Navigation processor drive, external/internal / Nonfunctional
Communication/information / Communication / Navigation / Navigation - Function / Error in map display
Communication/information / Communication / Navigation / Mobile navigation unit / Function error