

## Becker MAP PILOT Gen 3: Message "The internal battery is missing or faulty" appears in the display

|                   |                                                                                                                                                 |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic number      | LI82.61-P-063753                                                                                                                                |
| Version           | 2                                                                                                                                               |
| Design group      | 82.61 Auto pilot system (APS), Audio 30 APS                                                                                                     |
| Date              | 07-21-2016                                                                                                                                      |
| Validity          | Model 117, 156, 166, 172, 176, 204, 207, 212, 218, 242, 246 with Becker MAP PILOT (code 509) or preinstallation for Becker MAP PILOT (code 508) |
| Reason for change | Analysis complete. Remedial action described.                                                                                                   |
| Reason for block  |                                                                                                                                                 |

### Complaint:

When starting up the navigation unit, the Audio/COMAND display (A40/8) of the Becker MAP PILOT shows the message "The internal Becker MAP PILOT battery is missing or faulty. Refer to the operator's manual for further information". This message appears even though the navigation module (A2/30) is correctly locked in the bracket (A2/30-1) in the glove box.

### Notes:

- This only affects Generation 3 units, identifiable by the software version 3.x of the navigation software (PND Software) or by the serial number starting with M054, M077, M079, M080 or M092 (cf. the control unit log in the attachment and the label on the navigation module).
- For all other units of previous generations, see LI82.61-P-055130.

| Attachments                          |                                                            |
|--------------------------------------|------------------------------------------------------------|
| File                                 | Description                                                |
| Steuergeraeteprotokoll_NAV_A2-30.pdf | Control unit log NAV - Navigation module (A2/30) (German)  |
| Control_unit_log_NAV_A2-30.pdf       | Control unit log NAV - Navigation module (A2/30) (English) |

### Cause:

Navigation module software.

### Remedy:

Perform all the software updates in the navigation module (A2/30).

- The software versions in the navigation module (A2/30) can be determined from the control unit log and via the Becker Content Manager (see attachment).
- The updates of the navigation software (PND Software) and firmware must be performed using the current Becker Content Manager. The checks for updates on launching the Becker Content Manager must be activated in the "Settings" menu (see attachment). Detailed information can be found at [www.beckermappilot.com](http://www.beckermappilot.com). The duration of the update process depends on the updates necessary and on the existing internet connection.

| Attachments                   |                        |
|-------------------------------|------------------------|
| File                          | Description            |
| BCM_Check-data-for-errors.jpg | Check data for errors. |

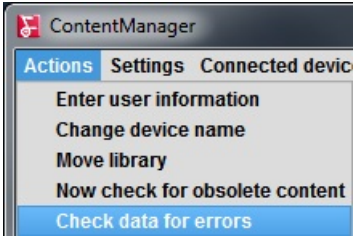
# XENTRY TIPS

|                                           |                          |
|-------------------------------------------|--------------------------|
| BCM_Daten-auf-Fehler-überprüfen.jpg       | Check data for errors.   |
| BCM_Manage.jpg                            | Manage.                  |
| BCM_Verwalten.jpg                         | Manage.                  |
| BCM_Settings.jpg                          | Settings.                |
| BCM_Einstellungen.jpg                     | Settings.                |
| BCM_Open-log-file-directory.jpg           | Open log file directory. |
| BCM_Protokolldatei-Verzeichnis-öffnen.jpg | Open log file directory. |

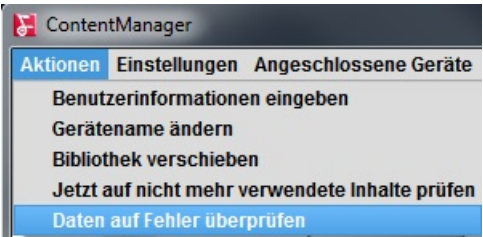
|                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                                                                                                                                                  |
| Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode |
| Communication/information / Communication / Navigation / Navigation processor drive, external/internal / Nonfunctional                                    |
| Communication/information / Communication / Navigation / Mobile navigation unit / Function error                                                          |
| Communication/information / Communication / Navigation / Navigation - Function / Navigation not selectable/available                                      |

## Attachments

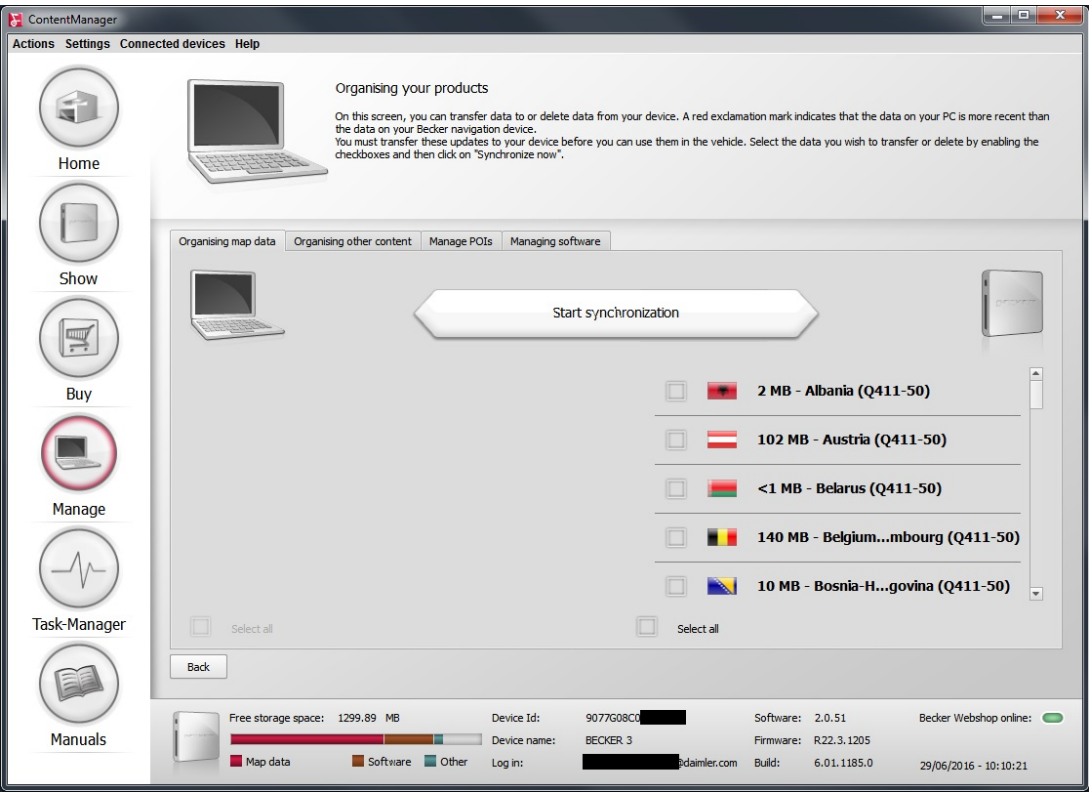
BCM\_Check-data-for-errors.jpg:



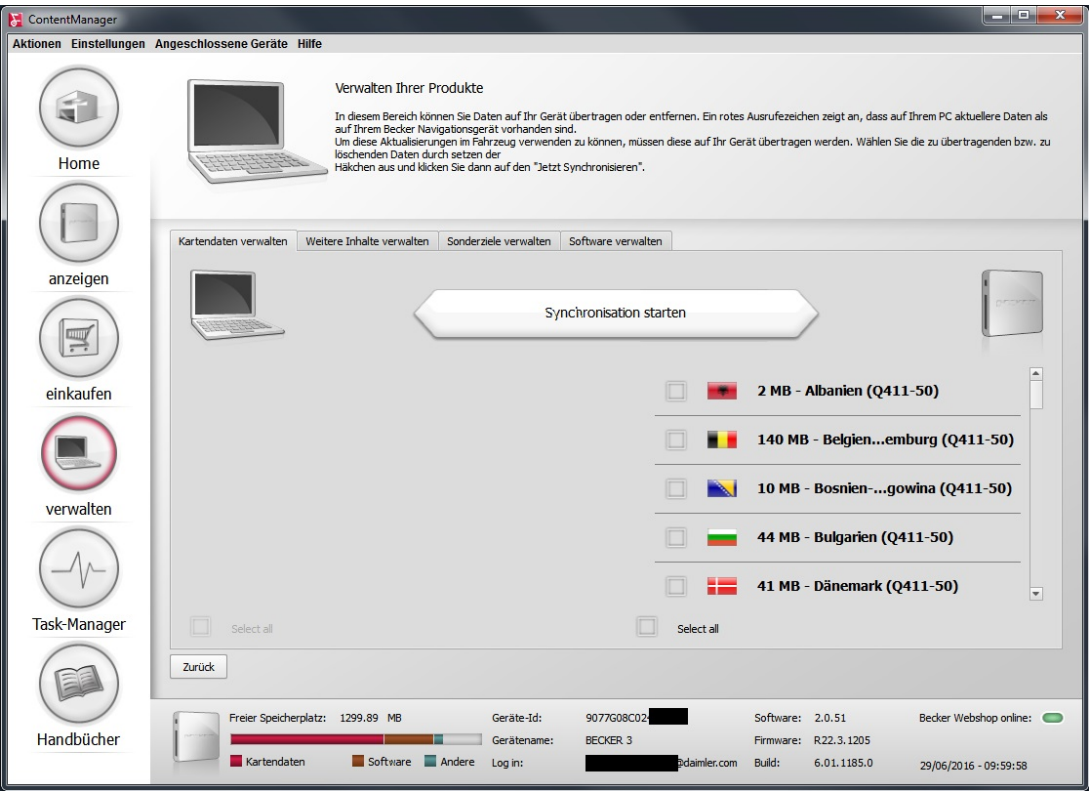
BCM\_Daten-auf-Fehler-überprüfen.jpg:



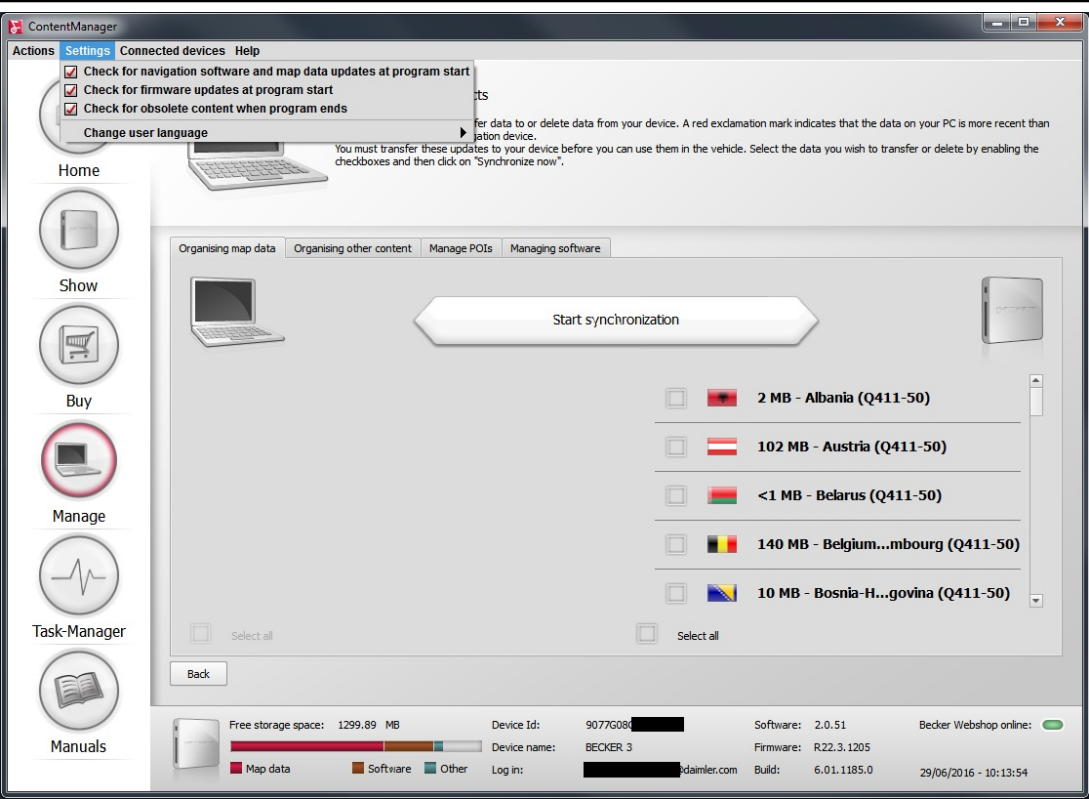
BCM\_Manage.jpg:



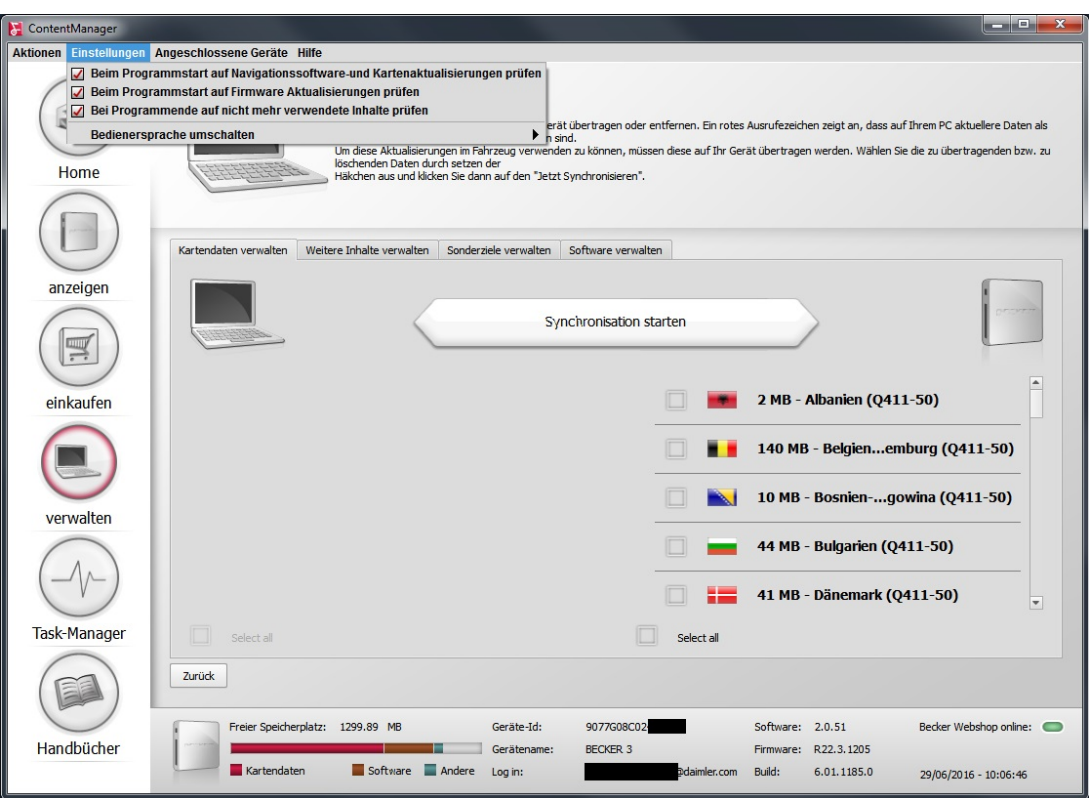
BCM\_Verwalten.jpg:



BCM\_Settings.jpg:

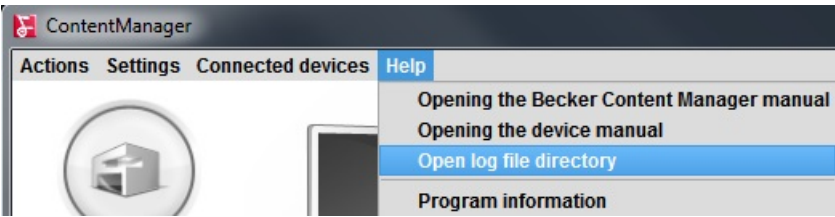


BCM\_Einstellungen.jpg:



# XENTRY TIPS

BCM\_Open-log-file-directory.jpg:



BCM\_Protokolldatei-Verzeichnis-öffnen.jpg:



## Control unit log

### NAV - Navigation module (A2/30)

#### Reporting party/contact person

|                                    |            |
|------------------------------------|------------|
| Workshop name                      | Daimler AG |
| Name of contact person             |            |
| Telephone number with country code |            |
| Fax number with country code       |            |
| E-mail address                     |            |
| Repair order number                | 1234       |

#### Customer complaint:

|                     |             |
|---------------------|-------------|
| Customer complaint: | GI Document |
|---------------------|-------------|

#### Vehicle data

|                               |                         |
|-------------------------------|-------------------------|
| Model series                  | C (204) / 204.031       |
| MB workshop                   | ---                     |
| Vehicle identification number | WDD2040311Axxxxxx       |
| Steering variant              | Left-hand drive vehicle |
| Main odometer reading         | 2083.00km               |
| Software-Version              | 12.0.5.0                |
| Data-Version                  |                         |
| Battery voltage               | 11.7V                   |

#### Initial quick test

The data of the quick test are not available.

#### Final quick test

The data of the quick test are not available.

#### Control unit-specific data

|                                      |                                      |
|--------------------------------------|--------------------------------------|
| MB object number for hardware        | 1729011000                           |
| MB object number for software (code) | 1669028403                           |
| Hardware version                     | 10/46 00                             |
| Software version                     | 12/03 00                             |
| Boot software version                | 10/30 02                             |
| Diagnosis identifier                 | 000101                               |
| Control unit variant                 | Series                               |
| Serial number                        | 9077A0xxxxxx                         |
| BECKER® MAP PILOT Version            | 12/32/00 (PND-Version:2.0.51.384616) |