XENTRY TIPS

Becker MAP PILOT Gen 1.0 to 2.5 (2.6 in China): Message "The internal battery is missing or faulty" appears in the display

Topic number	LI82.61-P-055130
Version	3
Design group	82.61 Auto pilot system (APS), Audio 30 APS
Date	08-09-2016
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	Document updated.
Reason for block	

Complaint:

When the navigation unit starts up, the Audio/COMAND display (A40/8) of the Becker MAP PILOT permanently or intermittently 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 units of Generations 1.0 to 2.5 (2.6 in China), identifiable by the software version of the navigation software (PND Software) or by the serial number starting with 9077, M013, M014, M015, M041 or M043 (cf. the control unit log in the attachment and the label on the navigation module).

- For the Generation 3 units, see LI82.61-P-063753.

Cause:

1.) The charge level of the internal rechargeable battery in the navigation module (A2/30) is too low.

2.) The protective tab on the internal rechargeable battery was not completely removed during initial startup.

3.) Software releases in navigation module (A2/30)

Remedy:

The remedy for points 1.) and 2.) are to remove the navigation module (A2/30) from bracket (A2/30-1) in glove box and open battery compartment of internal rechargeable battery. Remove any remaining pieces of the protective tab. Visually inspect the rechargeable battery to see if it is swollen.

Note: If the message appears after the vehicle has been idle for several days, or if it is frequently used for short-distance trips, or after the navigation module (A2/30) is inserted into the bracket (A2/30-1), this could be an indication of a low state of charge of the internal rechargeable battery. When the navigation module (A2/30) is inserted in the bracket (A2/30-1), the internal rechargeable battery is charged as soon as the ignition is on. A full charge can take up to 2 hours. Alternatively, the navigation module can be connected e.g. to the USB port of a PC using the USB cable included. In this case, the charging time may be up to 6 hours.

3.) Perform all three of the following software updates in the navigation module (A2/30):

a) Update the navigation software (PND Software) to version 2.5.27, available since 06/2014, (version 2.6.13 in China) or higher using the Becker Content Manager

b) Update the firmware to version R26.3.0130, available since the end of 03/2013, or higher using the Becker Content Manager

c) Update the interface software (Automotive Software) to version 12/48.00 (A 166 902 11 05), available as of Xentry Diagnostics Release 03/13 with add-on 2827 or Xentry Diagnostics Release 05/13 with add-on 2828, or higher using Xentry Diagnostics

Notes:

- 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. The duration of the update process depends on the updates necessary and on the existing internet connection.

Attachments	
File	Description
Control_unit_log_NAV_A2-30.pdf	Example control unit log.
Steuergeraeteprotokoll_NAV_A2-30.pdf	Example control unit log.
BCM_Check-data-for-errors.jpg	Check data for errors.
BCM_Daten-auf-Fehler-überprüfen.jpg	Check data for errors.
BCM_Settings.jpg	Settings.
BCM_Einstellungen.jpg	Settings.
BCM_Manage.jpg	Manage.
BCM_Verwalten.jpg	Manage.
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 |

WIS-References			
Document number	Title	Note	Allocation
SI82.61-P-0001A	Service Information: Notes on handling the Becker MAP PILOT navigation module		Remedy

Attachments

XENTRY TIPS

BCM_Check-data-for-errors.jpg:
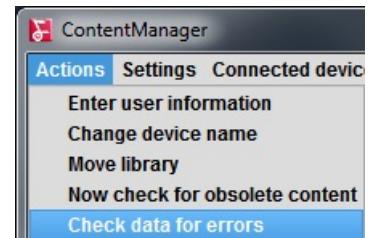
BCM_Settings.jpg:
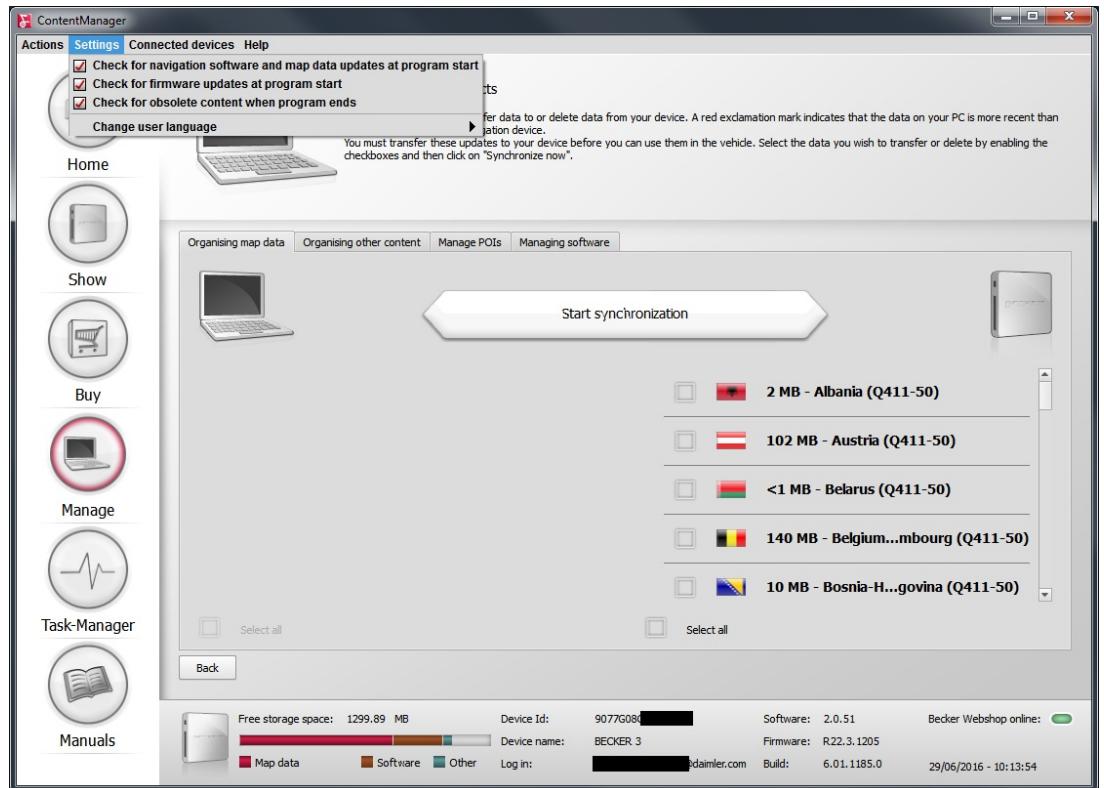
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BCM_Manage.jpg:

BCM_Open-log-file-directory.jpg:

XENTRY

Mercedes-Benz
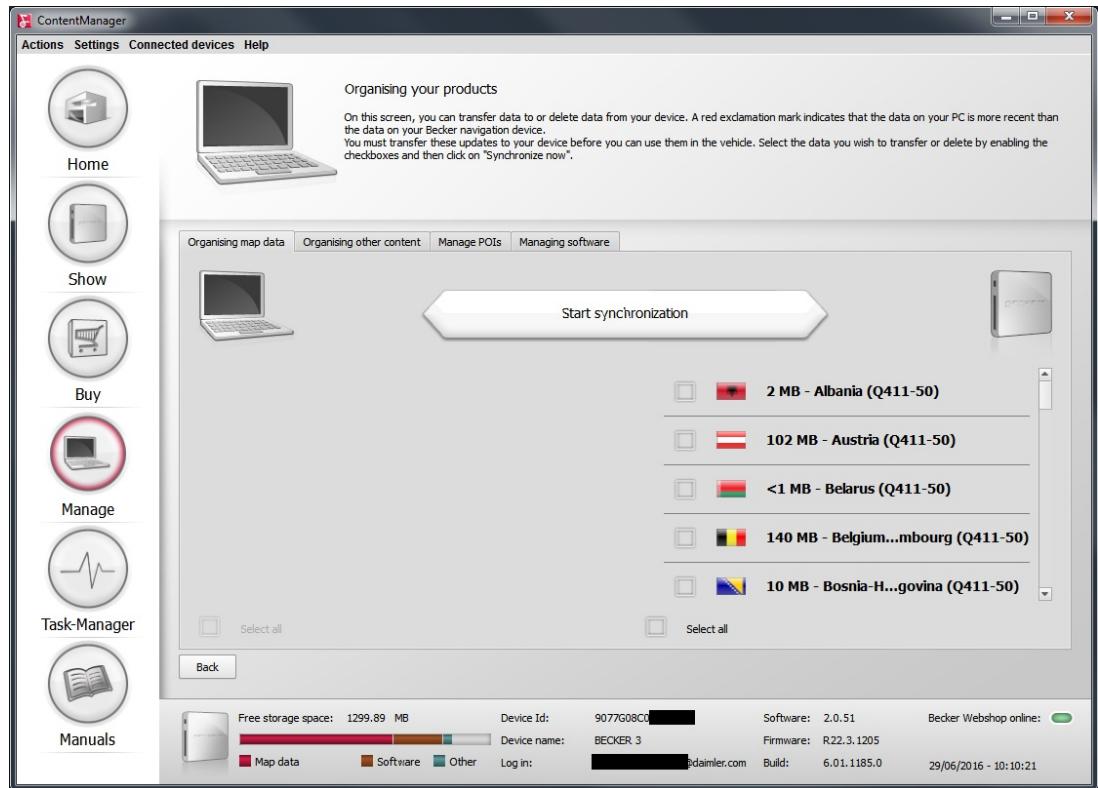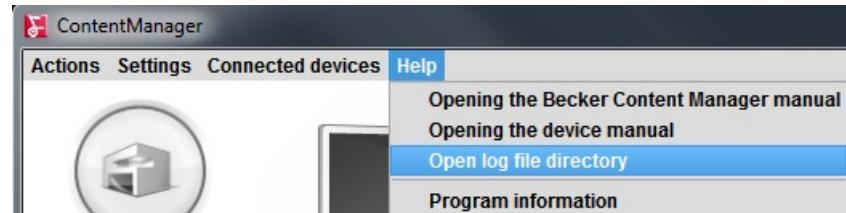
Control unit log

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	WDD2040311A¢¢¢¢¢¢
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	9077A0¢¢¢¢¢¢
BECKER® MAP PILOT Version	12/32/00 (PND-Version:2.0.51.384616)