

Garmin MAP PILOT: NTG5*1 - Freshmap not possible

Topic number	LI82.85-P-066702
Version	2
Design group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	07-19-2017
Validity	NTG 5*1: Model 207, 218, 292 with code 806+056 and code 522 (Audio 20 NTG5 radio including pre-installation for SD card navigation); model 117, 156, 166, 176, 242, 146 with code 806+140 and code 522 (Audio 20 NTG5 radio including pre-installation for SD card navigation); model 172 with code 807 and code 522 (Audio 20 NTG5 radio including pre-installation for SD card navigation)
Reason for change	Supplemented with damage code/ remedy adjusted
Reason for block	

Complaint:

Freshmap is not possible if a kilometer reading of 322 (200 miles) is reached within the 60-day period.

Cause:

Software release of head unit

Remedy:

1. Remove GARMIN MAP PILOT SD card from head unit
2. Perform software update of head unit with XENTRY version 03/2017 (or newer)
3. Use the SD card in the vehicle (ideally for approx. one day, in order to ensure that the date value is written)
4. Install Freshmap in Download Manager

Note:

Re. 1.) This ensures that no communication occurs between the SD card and the head unit during the software update.

Re. 2.) Afterwards, the software release of the head unit should be 16/47.30 (or newer).

Important: Freshmap should not be confused with an entitlement to a free-of-charge map update! Freshmap is a voluntary service and is intended merely to compensate for vehicle idle times. Freshmap is only possible when new map material is actually available.

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Error in map display

XENTRY TIPS

Communication/information / Communication / Navigation / Navigation with hard disk / Map update not possible

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			58807 90	