Becker MAP PILOT Gen. 3: Is not recognized, fails to boot up or hangs while booting, message "No navigation module connected" or the Becker logo appears continuously or intermittently in the display

Topic number LI82.85-N-067956

Version 1

Function group 82.85 Navigation and Communication system (CNS, ICS,

COMAND, FleetBoard)

Date 03-28-2018

Validity Model 447.6/7 with code E1N (Becker MAP PILOT)

Model 906 with production date as of 04/2014 with code

E1N (Becker MAP PILOT)

Reason for change Distributor corrected

Reason for block

Complaint:

The Becker® MAP PILOT control unit is not recognized, fails to boot up or hangs while booting, although it is correctly engaged in the cradle in the glove box.

The Audio/COMAND display control unit may show various fault messages (e.g. "No navigation module connected") or the Becker logo continuously (longer than 2 minutes).

Notes: This affects only Generation 3 units, identifiable by the version 3.x of the navigation software (PND software) (6) or by a serial number (5) starting with M054, M077, M079, M080 or M092.

Note: See Figures 01 and 02

- (5) -> Serial number
- (6) -> Navigation software (PND software)

Cause:

- 1. Software releases in Becker® MAP PILOT control unit.
- 2. Release slide of Becker® MAP PILOT plugged in.

Remedy:

Re. cause 1:

Perform all three software updates:

• Use the Becker Content Manager to update the firmware (7) to <u>Version " R23.x"</u> (available since approx. 12/2015) or higher.

Note: See Figures 01 to 04:

- (6) -> Navigation software (PND software)
- (7) -> Firmware
- (8) -> Activation/ deactivation of update check

XENTRY TIPS

•	Use Becker Content Manager to update navigation software (PND software) (6) to Version 3.0.10 (available sin-
	ce middle of 08/2014), or higher.

Note: See Figures 01 to 04:

(6) -> Navigation software (PND software)

Use XENTRY Diagnostics to update the interface software (Automotive Software) to <u>14/38.00</u> (3) with MB software object number <u>A 166 902 10 07</u> or higher in the Becker® MAP PILOT control unit.

Note: See Figures 01 and 02

- (1) -> XENTRY Diagnostics software version
- (2) -> MB software object number
- (3) -> Software version
- (4) -> XENTRY Diagnostics release

Note:

The <u>updates must not be aborted</u>, because aborting the sequences can have serious effects on the proper functioning of the navigation unit!

Re. cause 2:

Remove release catch if engaged.

General information:

- The software versions in the navigation module can be identified from the control unit log (see Figures 01 and 02) and the Becker Content Manager (see Figures 03 and 04).
- The updates of the navigation software (PND software) (6) and the firmware (7) must be performed using an <u>up-to-date</u> Becker Content Manager. The update checks on launching the Becker Content Manager must be activated in the "Settings" menu (8).
- The duration of the update process depends on the updates necessary and on the existing internet connection.
- Detailed information can also be found at www.beckermappilot.com.

Note: See Figures 03 and 04

- (6) -> Navigation software (PND software)
- (7) -> Firmware

Attachments		
File	Description	
02.jpg	Control unit log NAV - Navigation module (English).	
04.jpg	Necessary settings in Becker Content Manager and version information on connected Becker MAP PILOT (English).	

Symptoms

Communication/information / Communication / Navigation / Navigation - Function / Individual functions are not selectable/not available in navigation mode

Communication/information / Communication / Navigation / Mobile navigation unit / Function error

XENTRY TIPS

Communication/information / Communication / Navigation - Function / Navigation not selectable/available

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
82-9920	PERFORM SOFTWARE UPDATE FOR NAVIGATION BOX		8280N F3	Becker(R) MAP PILOT does not switch on

WIS-References			
Document number	Title	Note	Allocation
GF82.61-S-2003TRA	Navigation function	Model 447.7 with CODE E1N (Becker MAP PILOT)	Remedy

Validity		
Vehicle	Engine	Transmission
Sprinter III	*	*
Vito/Metris 447	*	*

Attachments	
/ ttaorimonto	

02.jpg:

XENTRY

Mercedes-Benz

Control unit log

NAV - Navigation module (A2/30)

Reporting party/contact person

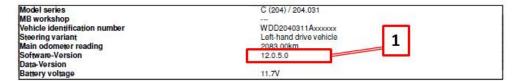
Workshop name
Name of contact person
Telephone number with country code
Fax number with country code
E-mail address
Repair order number

1234

Customer complaint:

Customer complaint: GI Document

Vehicle data

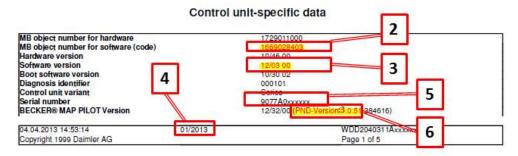


Initial quick test

The data of the quick test are not available.

Final quick test

The data of the quick test are not available.



04.jpg:

