

NTG7 - Vehicle position on navigation map is implausible

Topic number	LI82.85-P-078722
Version	3
Function group	82.85 - Navigation and Communication systems
Date	3/11/26
Validity	All vehicles with NTG7 and SA code 365
Reason for change	Damage code adapted

Complaint

The vehicle's position on the map is displayed far away from its actual position, e.g. the vehicle is displayed as being in the middle of the ocean.

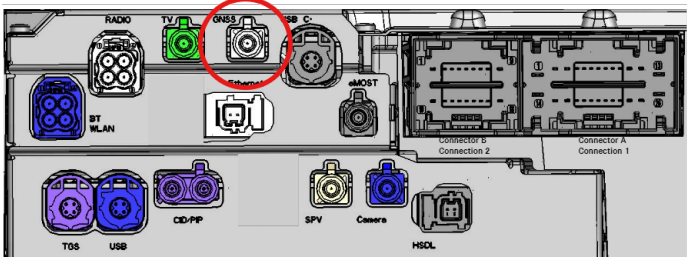
Note: No relevant DTC is displayed during the quick test.

Cause

The GNSS antenna is not correctly inserted at the GNSS connection (see picture in the attachment) in the head unit (A26/17).

Remedy

Insert the plug into the GNSS connection and ensure that the plug has engaged correctly.

Attachments	
File	Description
Headunit.png 	Head unit rear with connections

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect

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is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Communication/information > Communication > Navigation > Navigation - Function > No satellite reception
Communication/information > Communication > Navigation > Mobile navigation unit > Function error
Communication/information > Entertainment > Media interface (UMI/UCI) > Navigation display faulty

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		H	8210SDG	Please refer to this document in the warranty claim.