

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 Version " R23.x" (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 since middle of 08/2014), or higher.

Note: See Figures 01 to 04:

(6) -> Navigation software (PND software)

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- Use XENTRY Diagnostics to update the interface software (Automotive Software) to 14/38.00 (3) with MB software object number A 166 902 10 07 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 updates must not be aborted, 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 up-to-date 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 / 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

02.jpg:

XENTRY



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
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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	10/16.00
Software version	12/03.00
Boot software version	10/30.02
Diagnosis identifier	000101
Control unit variant	Genes
Serial number	9077A0xxxxxx
BECKER® MAP PILOT Version	12/32/00 (PND-Version3.0.5: 284616)
04.04.2013 14:53:14	01/2013
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XENTRY TIPS

04.jpg:

