

NTG5.5 Audio 20 with codes 355 and 357: Vehicle positioning inaccurate / implausible, route guidance not possible

Topic number	LI82.85-P-071023
Version	1
Function group	82.85 Navigation and Communication systems
Date	03-02-2020
Validity	Model series 205 with codes 506, 355, and 357
Reason for change	
Reason for block	

Complaint:

The vehicle positioning in the central display may be intermittently inaccurate and may deviate from the road during a drive cycle.

Cause:

Currently under analysis

Remedy:

For initial steps please refer to LI82.85-P-064727. If the steps outlined in the document are not effective please perform the following:

- A factory reset of the Audio 20 unit via the Dealer menu (Enter dealer mode -> select option "8. System Reset" -> Select "8.1 Factory Initialization")
- Perform initial start-up of the Audio 20 unit with Xentry diagnosis.

If the above steps are not effective, please open a PTSS case with the following information:

- Initial quick test
- Audio 20 control unit log
- Video recording of the complaint

Symptoms
Communication/information / Communication / Navigation / Navigation - Function / Driving directions incorrect/navigation system imprecise
Communication/information / Communication / Navigation / Navigation - Function / Route guidance incorrect/implausible
Communication/information / Communication / Navigation / Navigation - Function / Error in map display