Model Series 205 COMAND - Navigation and/or Apple Carplay Inoperable

Topic number	LI82.85-P-074970
Version	1
Function group	82.85 - Navigation and Communication systems
Date	6/15/22
Validity	Model Series 205 with COMAND (code 531)
Reason for change	

Complaint

Customer may have one or more of the following complaints:

- Vehicle location is shown incorrectly in the Navigation Display
- Navigation destination search is not possible
- Street names are not shown in Navigation display
- Apple Carplay is inoperable

Cause

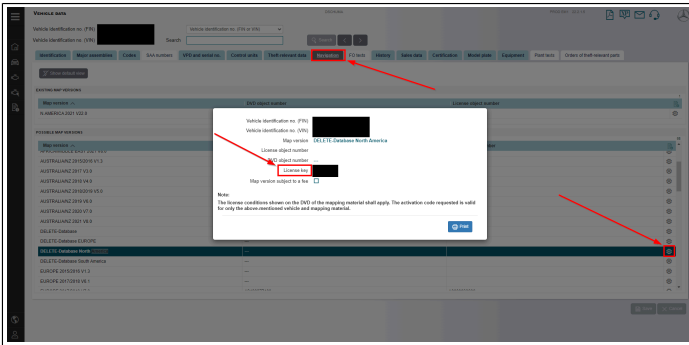Improper installation of navigation map data

Remedy

Follow these steps to delete and re-install map data:

- Re-format an empty USB drive to NTFS (do not use quick formatting option)
- Unzip the attached map data deletion file directly to the USB drive. Do not add a folder, only the root files should be shown on the USB drive
- Generate a pin for the Navigation Delete Database in Vedoc (see attached screenshot)
- Plug USB drive with map data delete file into the vehicle's USB port and follow instructions in the COMAND Display to delete the installed map data
- Once the originally installed map data is deleted, then install the newest available map data in Download Manager

Note: Do not replace any parts for this complaint

Attachments	
File	Description
Vedoc map data delete pin.png	Map data delete database Vedoc pin

XENTRY TIPS

Loesch-DB.zip	Map data delete database

Symptoms
Communication/information > Entertainment > Media interface (UMI/UCI) > Navigation display faulty
Communication/information > Entertainment > Media interface (UMI/UCI) > Menu cannot be selected/is not available
Communication/information > Entertainment > Media interface (UMI/UCI) > Data storage device cannot be read/is not detected
Communication/information > Communication > Navigation > Navigation - Function > Individual functions are not selectable/not available in navigation mode
Communication/information > Communication > Navigation > Navigation - Function > Error when entering destination
Communication/information > Communication > Navigation > Navigation - Function > Error in map display
Communication/information > Communication > Navigation > Navigation - Function > Navigation not selectable/available

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