NTG5.5 COMAND - Navigation and/or Apple Carplay Inoperable

Topic number	LI82.85-P-074970
Version	2
Function group	82.85 - Navigation and Communication systems
Date	7/7/22
Validity	Model Series 205 with COMAND (code 531)
	Model Series 463 with NTG5.5 COMAND (code EU4)
Reason for change	Validity changed

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

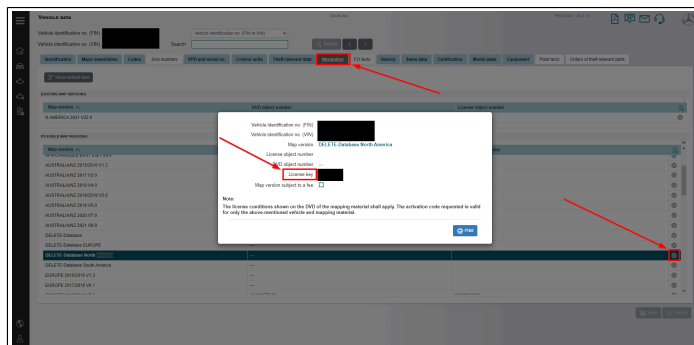Improper installation of navigation map data

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