

Navigation MMI High: message "No navigation system"

Problem

This resolution only applies if points 1) to 5) are fulfilled at the same time.

- 1) The MMI High navigation (colour screen) does not work and the message „ navigation not available“ appears.
- 2) In this condition the navigation control unit (address 37) cannot be reached via diagnosis.
- 3) In the open circuit diagnosis the navigation is show as incorrect (no response from unit).
- 4) The Navigation DVD cannot be ejected with the Eject button.
- 5) After a terminal 30 reset of the navigation control unit the navigation works again.

Affected system: MMI High Navigation (generation 2), PR No. 7Q2 and 8YQ

Technical background

Sporadic communication complaints in the internal navigation software. Irrespective of data version of the Navigation DVD.

Production change

Improved software for the navigation control unit (address 37) with software version 1.98

Read software version via vcds:

address 37: navigation software version --> 4th entry (e.g. 58 00.01.81 --> software version 1.81)

Resolution

With software versions below 1.91 update the navigation control unit.

With the complaint "navigation not available" reset the control unit (remove fuse) so that the software update can be started.

During of the update process a stable power supply is necessary. Ignoring this can lead to hardware failure. In this case there is warranty entitlement.

Procedure of the software update:

1. Make sure that the closed-circuit voltage of the vehicle battery is at least 12.5 V.
2. During of the update process a stable power supply is necessary, otherwise the control unit can be destroyed.
3. Connect a charger (VAS 5095).
4. Do not perform a diagnosis on the vehicle with the VAS diagnostic tester during the update or any other actions (window lifter, light, etc.).
5. Switch off all unnecessary consumers during the update.
6. Switch the ignition on and off (leave ignition off).
6. Switch on the MMI.
7. Eject the Navigation DVD.
8. Insert the Update CD in the navigation drive.
9. After about 10-15 seconds the update message appears in the MMI screen, which must be confirmed.
10. After the Update CD has been read, the drive lighting becomes regularly dimmer and brighter.
11. After a further 15 seconds the Update CD is automatically ejected and must be taken out of

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the slot, otherwise it will be inserted again (can still be taken out after second ejection).

12. The drive lighting still becomes regularly dimmer and brighter. After about 20 seconds the navigation is automatically reset.

13. The drive lighting becomes now permanent.

14. Insert the original DVD.

15. Perform a software reset ([MMI Reset](#)).

NOTE:

As this software update is not supported by the MMI system, the progress is always shown as 0%.

Remove the 0% progress display with a three-finger reset on the control panel (see vehicle MMI operating instructions under Start MMI system reset; Press the lower left control button (either TEL or SETUP) + large knob + top right knob at the same time press (see point No. 15).

Otherwise it takes very long for the system to power down.

The complete software update from inserting the Update CD to the automatic navigation reset takes about 2 minutes.

Final check:

The software version of the navigation can be checked under address 37: navigation and after the update must be 1.98.

Parts information

Part number: 4E0 906 961 AJ

Unique solution ID: #1034

Author: Nick

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