

## Navigation map display or arrow slow, MMI Resets

### Problem

On vehicles with MMI High (PR No. 8YQ) and control unit J523 with version 2120/2200/2830/2860 (introduction week 45/05) the following complaints can occur:

- Map display software causes MMI resets.
- The arrow on the navigation map responds sluggishly or jumps.
- Sporadically, the navigation map builds up slowly.
- The navigation map is frozen or not updated.
- The map is missing completely (map sporadically blank from 500 m zoom).

After a junction zoom or when changing the zoom the complaint is rectified. The voice instructions and the information on the driver information system are available.

### Technical background

There is now more complex navigation data.

### Production change

Optimised MMI software (from week 45/06).

### Measure

Proceed as follows:

1. Check the Navigation DVD for dirt, scratches, misting (humidity) etc. and if necessary perform a DVD reading test. A dirty DVD or navigation drive can also lead to a sluggish display. If the Navigation DVD is clean and the DVD reading test is correct, update the MMI software.
2. Perform a MMI software update.

1. MMI software update:

Observe the updating instructions in TPI 2017455 (MMI High).

2. Adjustment values and settings and further information on the MMI software update:
3. Software version management (SVM):

### Parts information

CD package for MMI2G software update

MMI2G High (A6, Q7, A8): 4L0 998 961 or in a dealer with SVM code: MMIEUK1006

Unique solution ID: #1037

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