

Map Update Portal Landing Page

- <https://vito.garmin.com/vito>

DAIMLER



Map Updates

GET STARTED

Welcome to Map Updates

The navigation update process will require you to go to your car, your computer, and back to your car to complete this process. Please note, navigation updates can also be performed by your local Vito dealership. [View FAQs](#)

To perform these updates you will need the following:

- Minimum 16GB (but not to exceed 32GB) USB drive
- High speed internet connection
- Depending on your internet speed this could take up to 4 hours of time

Map Update Portal

[Download Instructions](#)

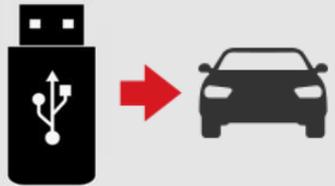
Follow these steps to check for Navigation Updates

- 1**

Refer to your vehicle owner's manual for the location of the USB drive slot. Insert the USB drive with at least 16GB of available space into the USB drive slot in your vehicle.

On the Navigation System go to System > Navigation > Map > Map Updates. Follow the on-screen prompts until instructions to "start the update process" on this website appear.

Remove the USB drive and return to your computer.


- 2**

Launch the [Garmin Express](#) download from your computer.

[Download Garmin Express](#)

Insert the USB drive into computer and follow the prompts on Garmin Express. Garmin Express will verify if there is a new map update available.

Once Garmin Express has finished you can remove the USB drive from the computer.

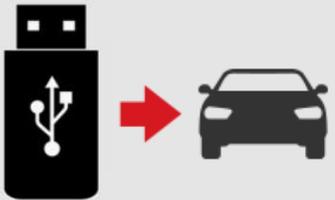
Note: The map download time varies based upon internet connection speed and map region.


- 3**

Remove the USB drive from the computer. Plug the USB drive back into the vehicle USB drive slot.

On the Navigation System go to System > Navigation > Map > Map Updates. Start the update process to complete the update.

Note: The map update may take up to one hour but may vary based on the map region. During this update your Daimler Vito navigation system must maintain continuous power. Therefore, the engine must be running while the vehicle is parked outside or in a well-ventilated area. Before getting started, familiarize yourself with and follow all applicable laws in your area. Please contact your dealer with any questions or concerns.



Map Update Portal Requirements

- This portal is available to Windows and MAC systems only; **Tablets and Mobile devices are not supported.**
 - Windows
 - Windows 7 SP1 or newer, Microsoft .NET 4.7.2 (included)
 - 1024 x 768 display, USB port and 1 GB RAM
 - High speed Internet access (Not for use with dial-up, mobile or satellite connections)
 - May require up to 20 GB free disk space
 - Mac
 - OS X 10.11 or newer
 - 1440 x 900 display, USB port and 1 GB RAM
 - High speed Internet access (Not for use with dial-up, mobile or satellite connections)
 - May require up to 20 GB free disk space

Step 1



Prepare a USB drive

- Prepare a USB drive with storage of a **minimum 16GB but not to exceed 32GB**.
 - Format the USB drive, following the steps below:
 - Computer → Right click on the USB drive icon → Click Format → Click Start (Screen shot was taken from a Windows 10 system)
- *Note: If you would like to update another vehicle with the same USB drive, the USB drive has to be formatted again.

The image shows a Windows File Explorer window with 'This PC' selected. The 'USB (D:)' drive is highlighted in the 'Devices and drives' section. A context menu is open over the USB drive, with the 'Format...' option selected. An arrow points from the 'Format...' option to the 'Format USB G4 (K:)' dialog box. In the dialog box, the 'Start' button is highlighted with a red box.

Format USB G4 (K:) ×

Capacity: 28.8 GB

File system: FAT32 (Default)

Allocation unit size: 16 kilobytes

Restore device defaults

Volume label: USB

Format options: Quick Format

Start Close

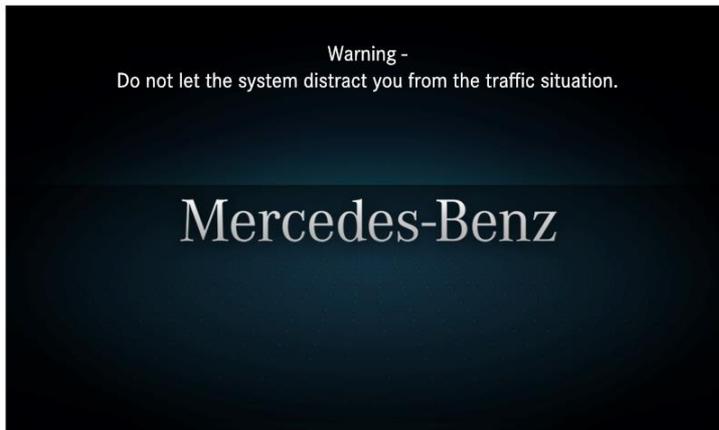
Step 2



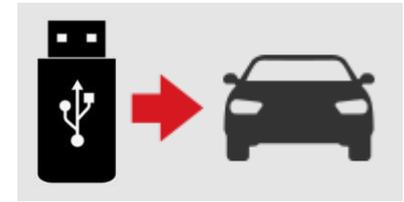
Prepare your vehicle

- Switch your vehicle to “**ENGINE ON**” until the navigation system enters the **Warning** page.
- After a few seconds the screen will bring you back to the last screen you were on before the vehicle powered down last.

*Note: Keep the Engine on throughout Step 2 to Step 2.3.



Step 2.1 for USB model



Create a Map Update USB

- Insert the formatted USB drive to the USB port on your navigation system.
 - *Note: Either USB port will work for this process.
- Press the “SYS” key on the navigation device.

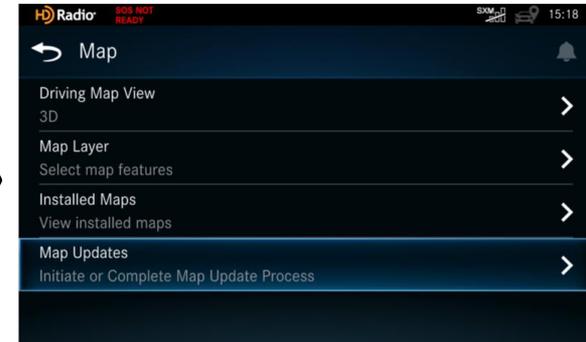


Step 2.2



Create a Map Update USB

- Go to System → Navigation → Map → Map Updates
- Touch “Start Update Process” on your navigation system.

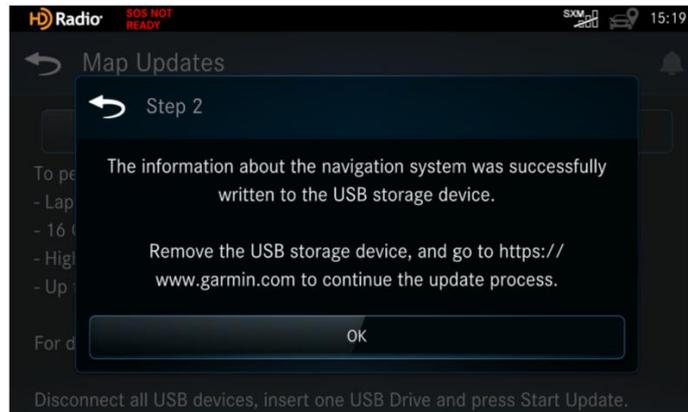
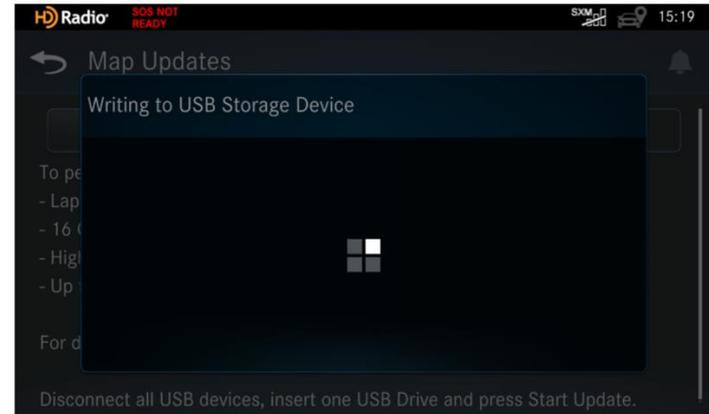
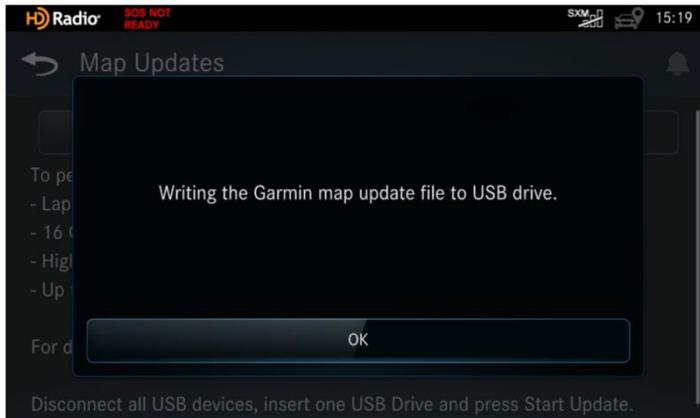


Step 2.3



Create a Map Update USB

- Touch “OK”. The Map Update will begin writing to the USB drive.
- Do not remove the USB drive from the vehicle until you see the **“Remove the USB storage device”** screen.
- Remove the USB drive from the vehicle and bring it to the computer.

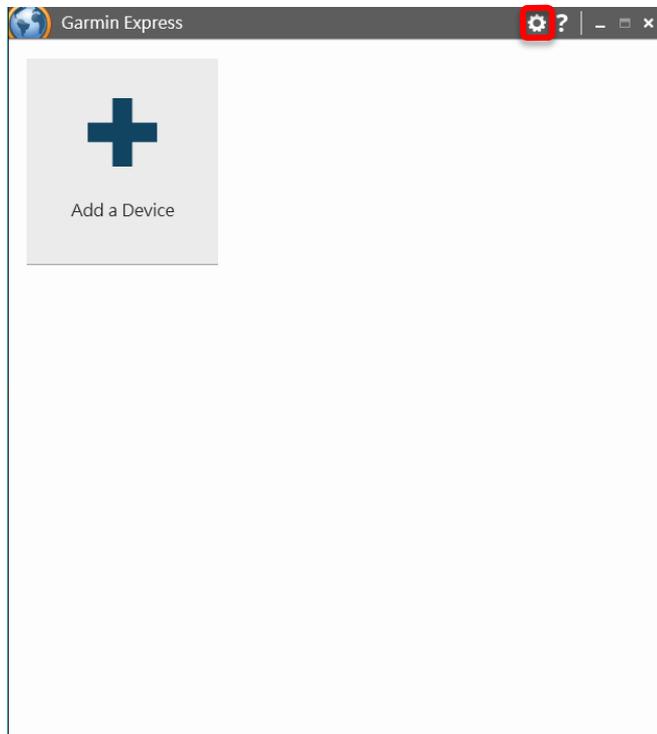


Step 3



Download Garmin Express to your computer

- If you already have Garmin Express installed to your computer, make sure to update Garmin Express to **7.0.0 or above** versions.
- Check versions by clicking  → [About](#) → [Check for Updates to Express](#)
- Continue to **Step 4** if the version is the latest.



Step 3.1



Download Garmin Express to your computer

System requirement of Garmin Express

– Windows

- Windows 7 SP1 or newer, Microsoft .NET 4.7.2 (included)
- 1024 x 768 display, USB port and 1 GB RAM
- High speed Internet access (Not for use with dial-up, mobile or satellite connections)
- May require up to 20 GB free disk space

– Mac

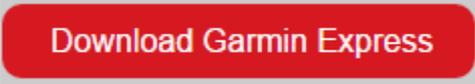
- OS X 10.11 or newer
- 1440 x 900 display, USB port and 1 GB RAM
- High speed Internet access (Not for use with dial-up, mobile or satellite connections)
- May require up to 20 GB free disk space

Step 3.2

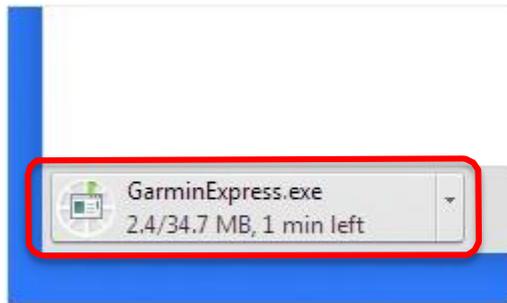


Download Garmin Express to your computer

- Click the link on the web portal to start download.



Your download will begin automatically. If it doesn't, you can [restart the download](#).



1 Download

After downloading the file, click on the file name.



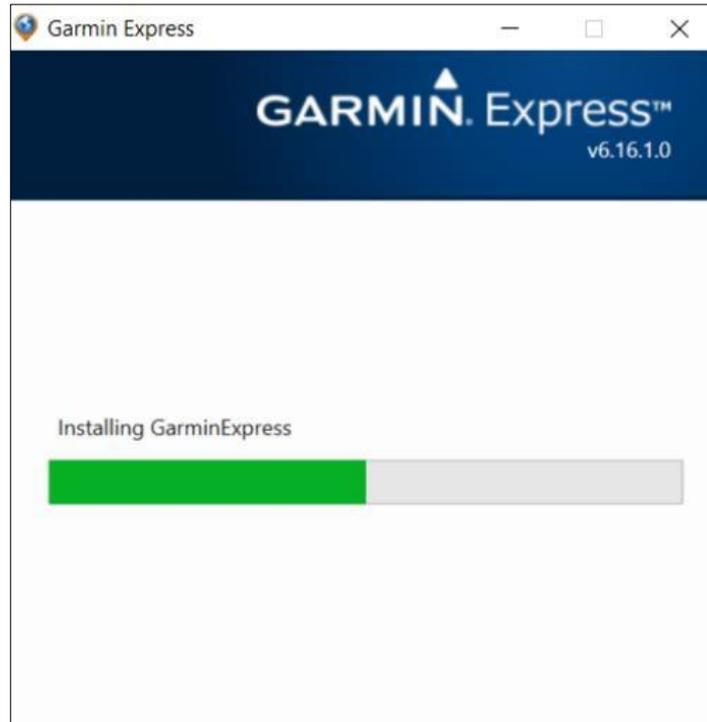
2 Install

Click "Install" to begin installing Express.

Step 3.3

Download Garmin Express to your computer

- Installation will start automatically.

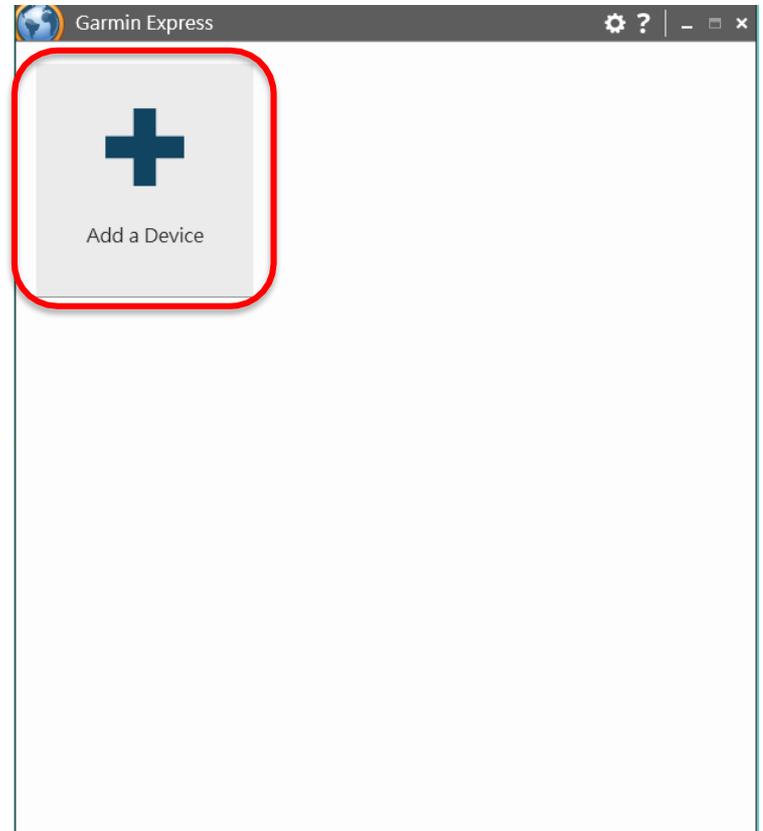
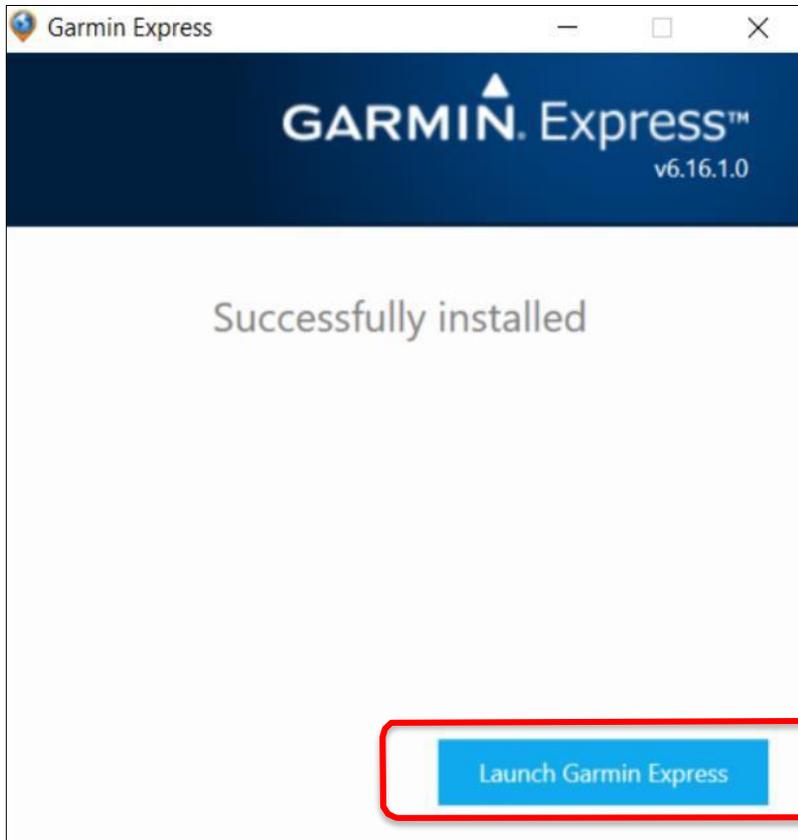


Step 4



Activate Garmin Express on your computer

- Click **Launch Garmin Express** on the Installation Complete window.
- Insert the USB drive into the computer, then click “Add a Device”.

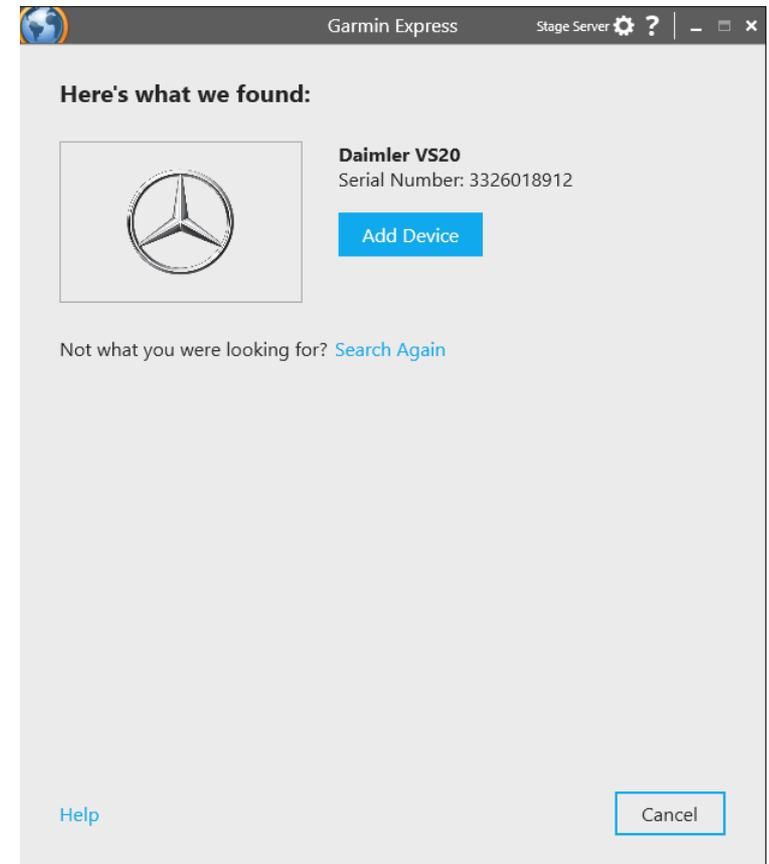
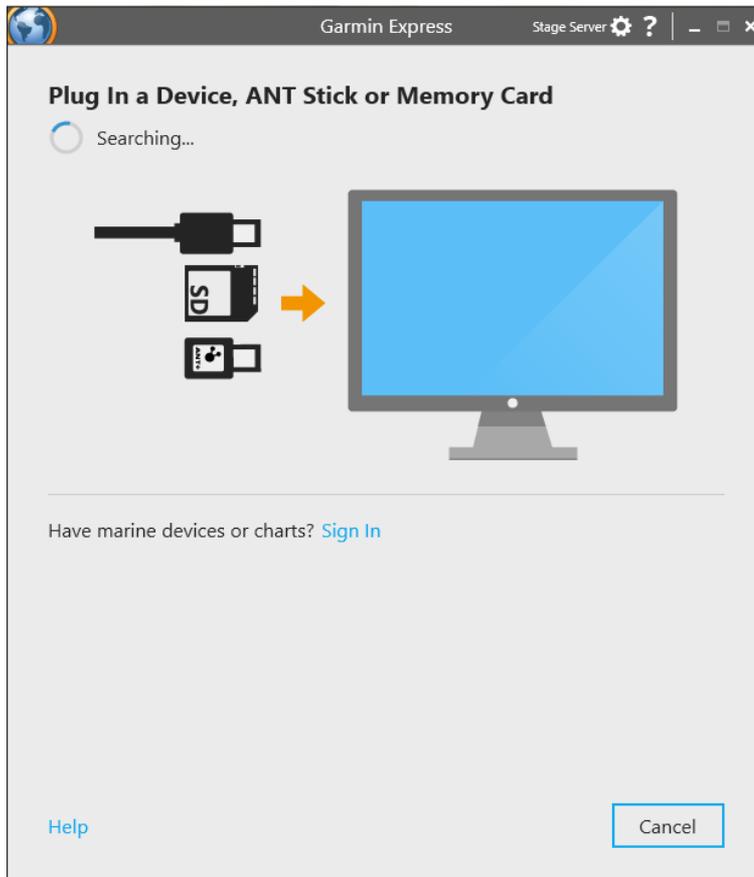


Step 4.1



Garmin Express recognizes the USB drive

- The USB drive will be recognized automatically.
- Click **Add Device** when the “Device Found” message is shown.

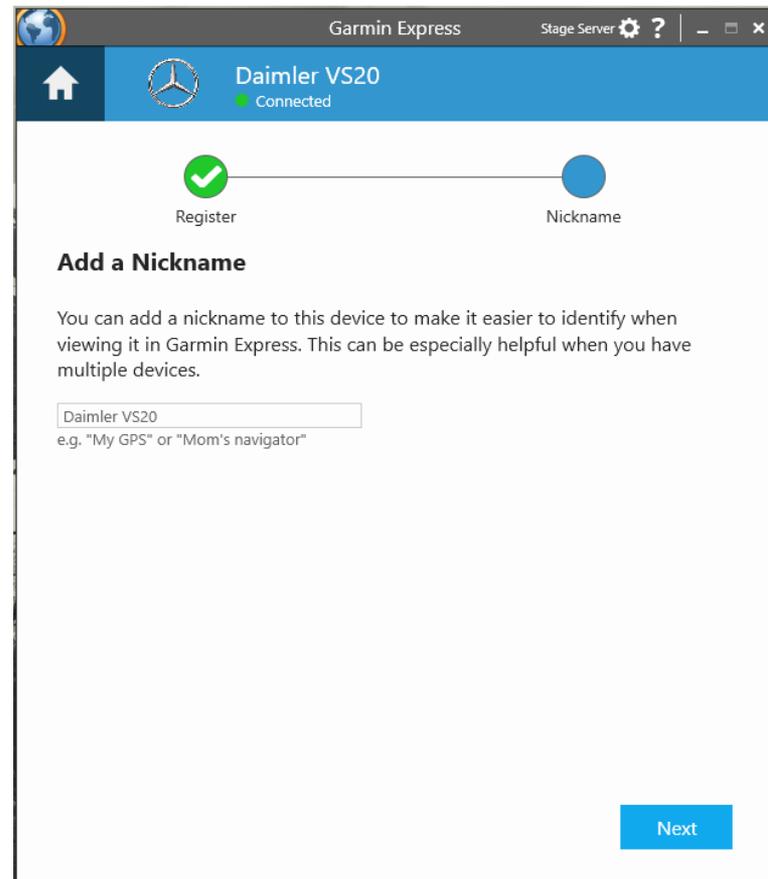
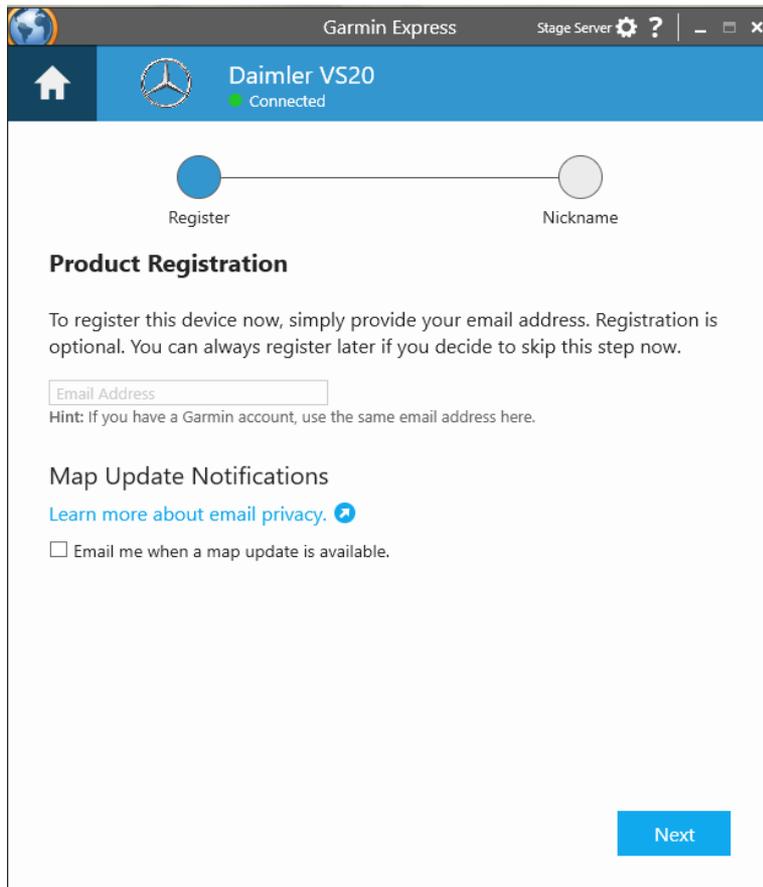


Step 4.2

Go through the setup process on Garmin Express



- Product Registration is NOT required to complete map update.
- Nickname can use the default or input 1 to 20 characters in the case of English.



Step 5

Check Map Update Status



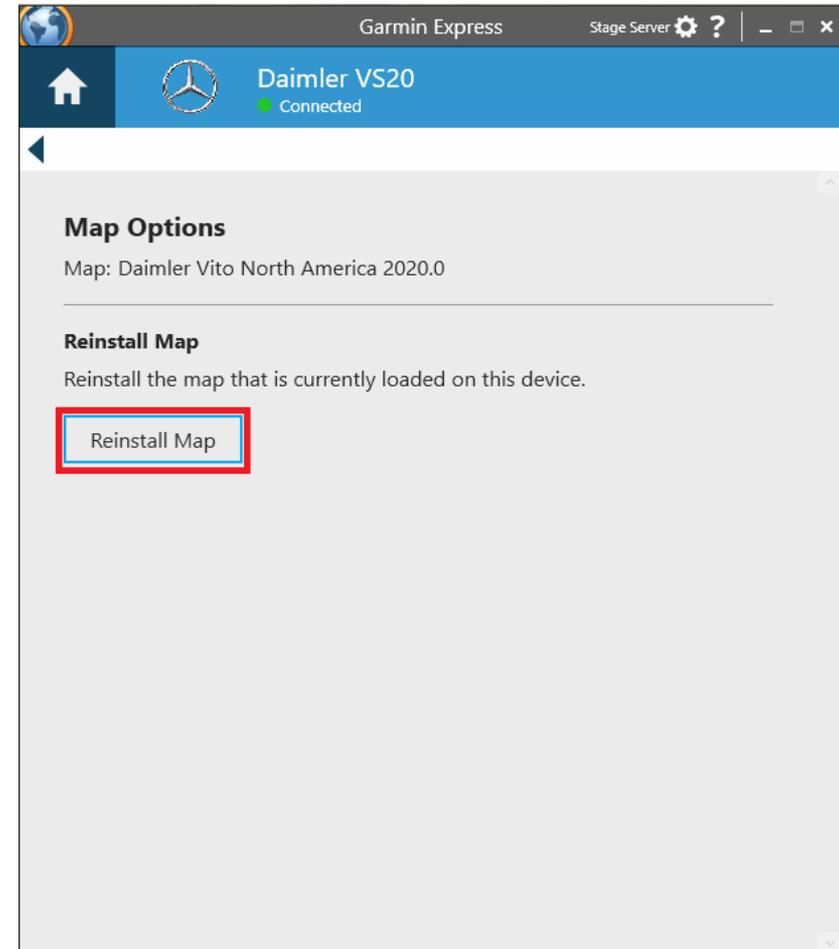
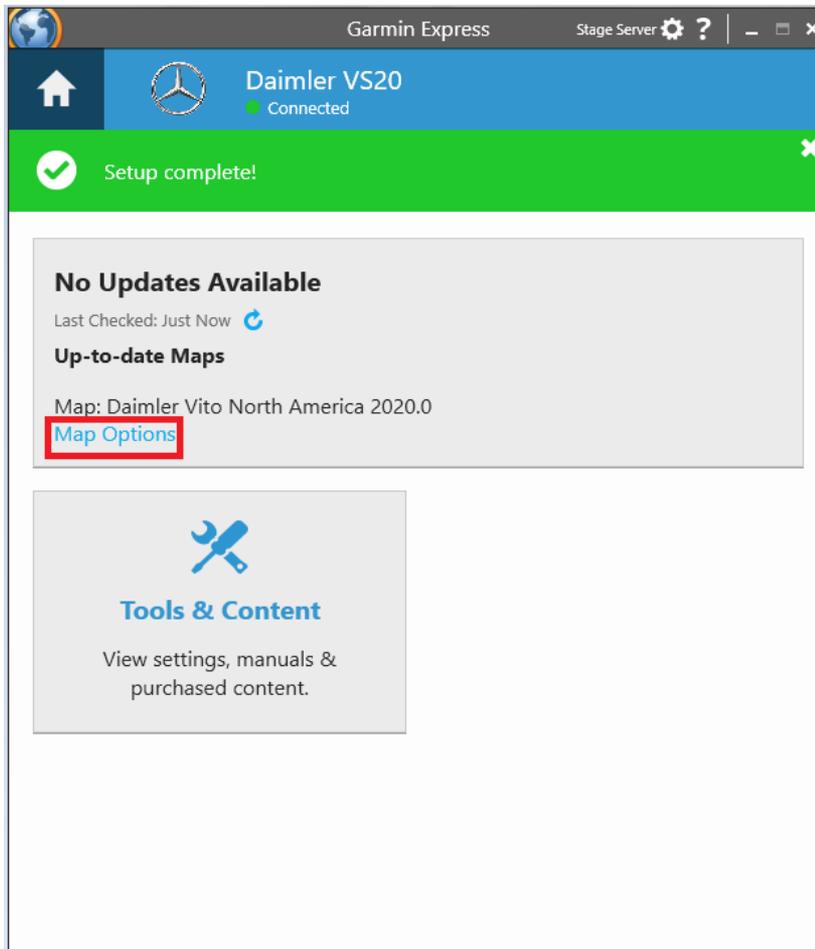
A screenshot of the Garmin Express software interface. The window title is "Garmin Express" and it includes a "Stage Server" link with a gear icon and a question mark. The top navigation bar is blue and contains a home icon, the Mercedes-Benz logo, and the text "Daimler VS20" with a green dot and "Connected" below it. A green banner with a white checkmark icon and the text "Setup complete!" is displayed. Below this, a grey box contains the text "No Updates Available", "Last Checked: Just Now" with a refresh icon, "Up-to-date Maps", and "Map: Daimler Vito North America 2020.0" with a link for "Map Options". At the bottom, a grey box with a wrench and screwdriver icon is titled "Tools & Content" and contains the text "View settings, manuals & purchased content."

Step 6

Map Reinstall



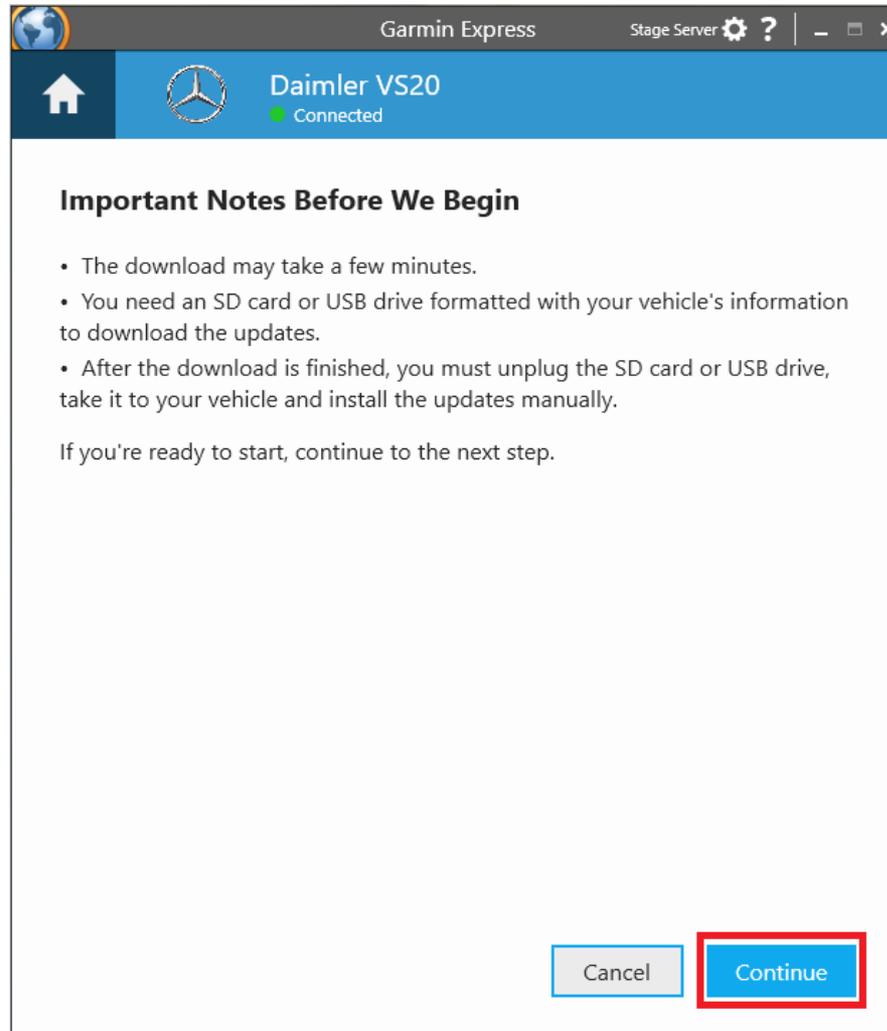
- Click **Map Options**, then click **Reinstall Map**.



Step 6.1

Map Installation

- Click **Continue**

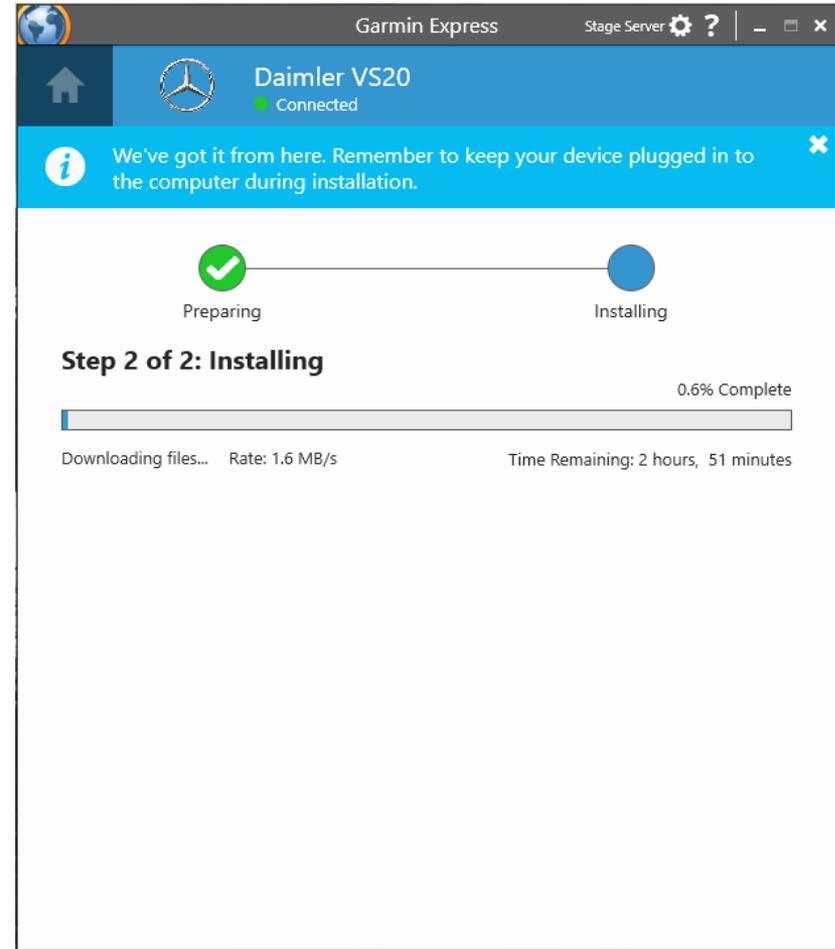
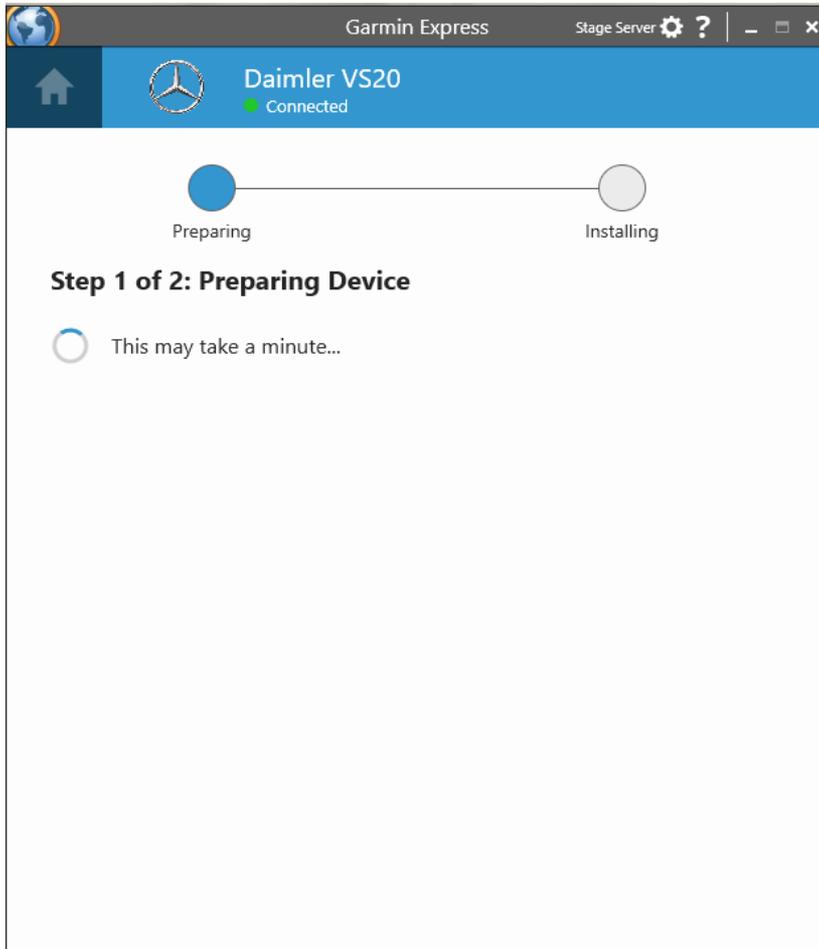


Step 6.2



Map installation will start automatically

- Estimated Time Remaining depends on your internet speed.

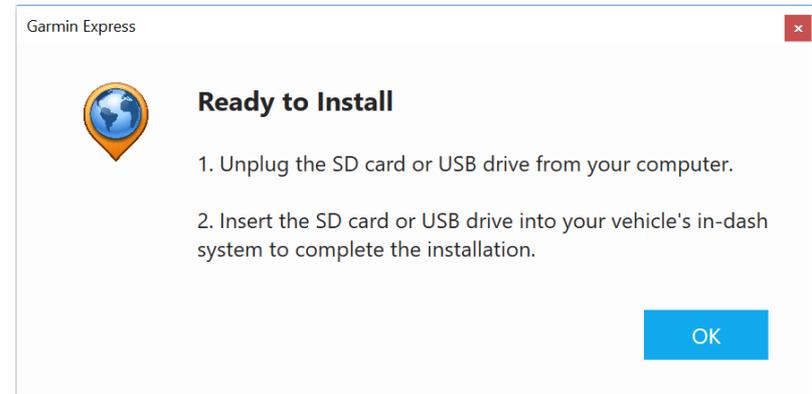
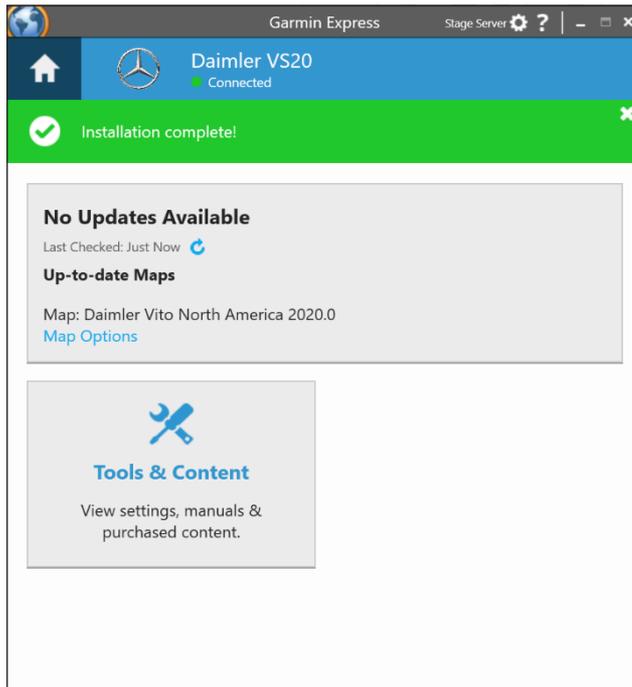


Step 6.3

Map installation complete



- “Installation complete!” will appear at the top once finished.
- Remove the USB drive from the computer and bring it to the vehicle.



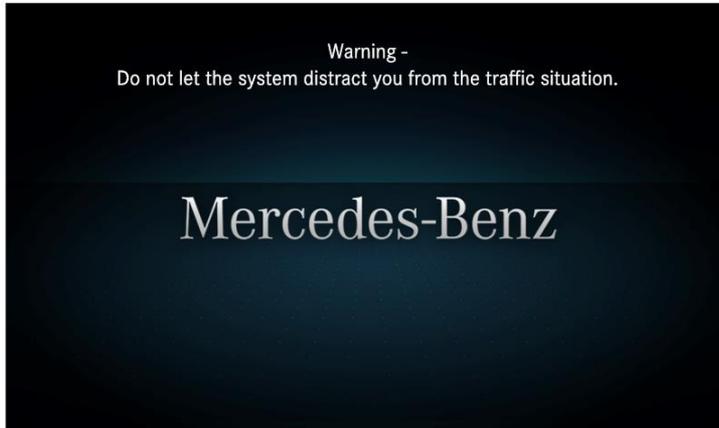
Step 7



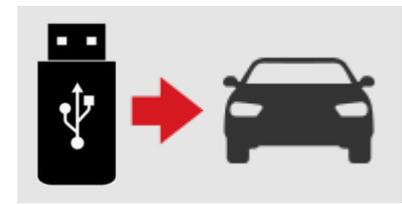
Prepare your vehicle

- Switch your vehicle to “**ENGINE ON**” until the navigation system enters the Warning page.
- After a few seconds the screen will bring you back to the last screen you were on before the vehicle powered down last.

*Note: Keep the Engine on throughout Step 7 to Step 8.



Step 7.1



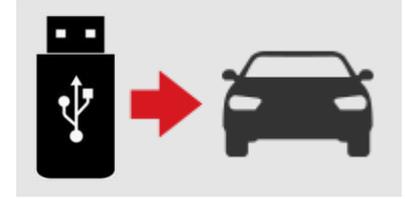
Install the Map Update

- Insert the formatted USB drive to the USB port on your navigation system.
 - *Note: Either USB port will work for this process.
- Press the “SYS” key on the navigation device.



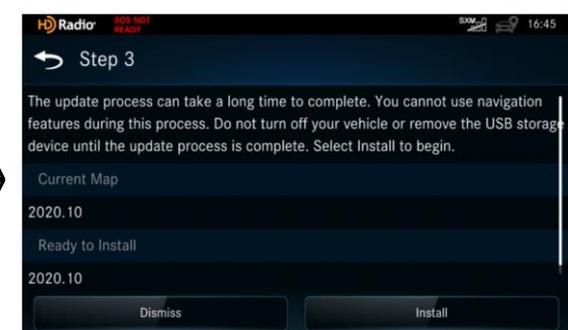
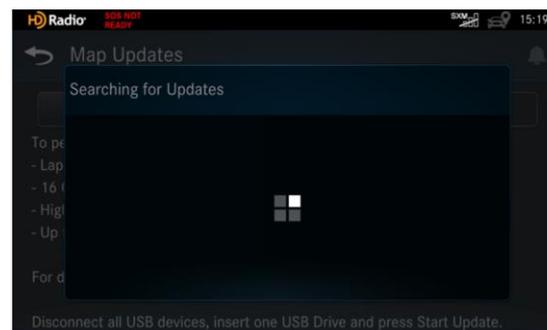
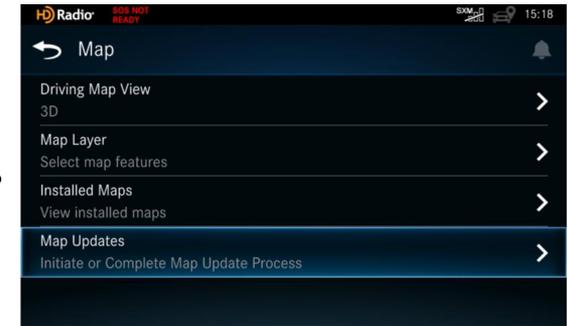
Step 7.2

Map installation on the Navigation System

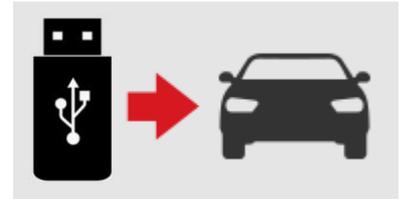


- Go to System → Navigation → Map → Map Updates
- After searching for updates the screen will then display a brief message indicating that the update will take time to complete.
- Press “Install” to begin the map update installation.

*** Do not power off the unit, turn off the engine, or remove the USB drive during the installation process.**



Step 7.3

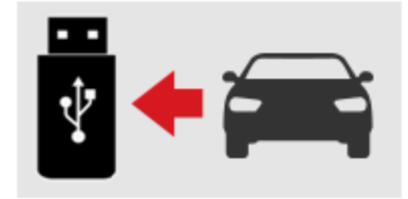


Map installation on the Navigation System

- The system will now perform a short **reboot**, then automatically power back on.
- The **map update** screen will appear soon after.

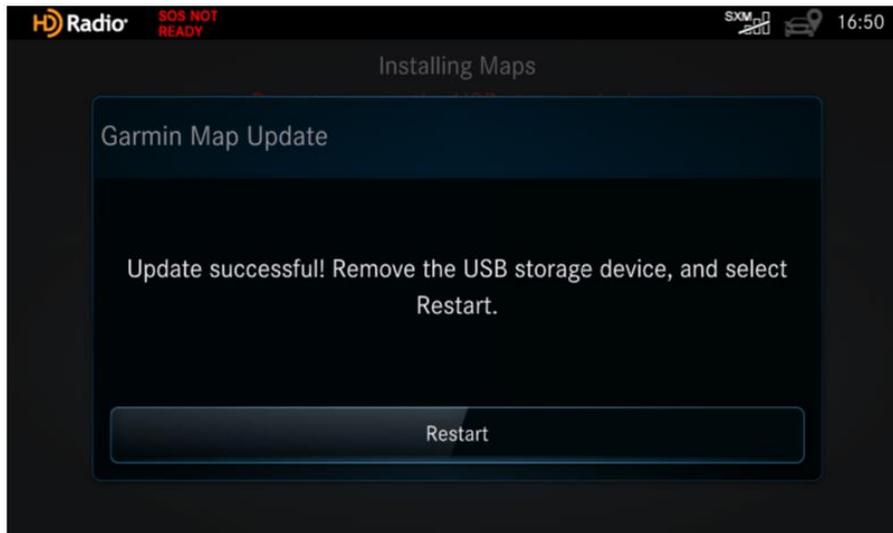


Step 8

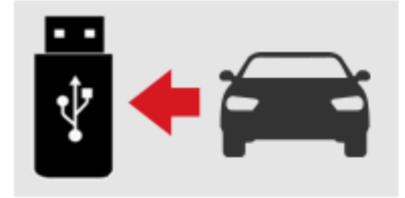


Update complete

- An **“Update successful”** message will be shown when completed.
 - *Note: If you do not see the screen below, refer to [Troubleshooting](#).
- Remove the **USB storage device**, then select **“Restart”**.
 - *Note: The system reboot will be long (restarting 2-3 times). The display will go black at times. Please do not interact with the system during this sequence.

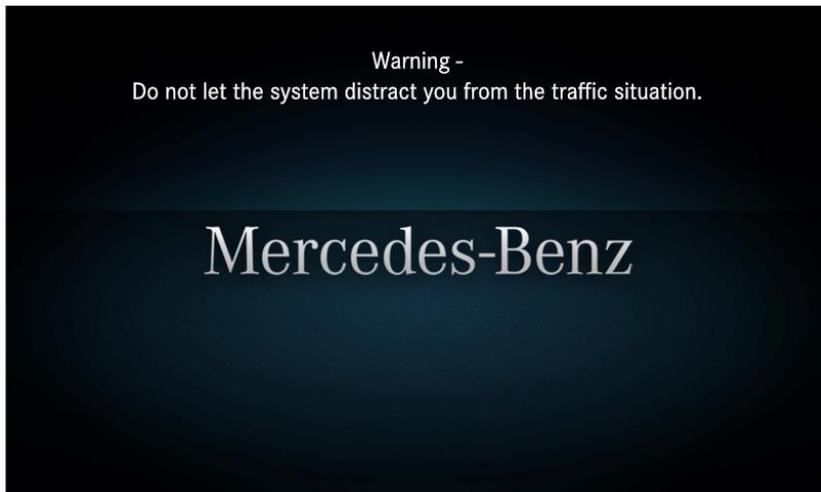


Step 8.1



Update complete

- When the system is back on, press the “SYS” key on the navigation device.

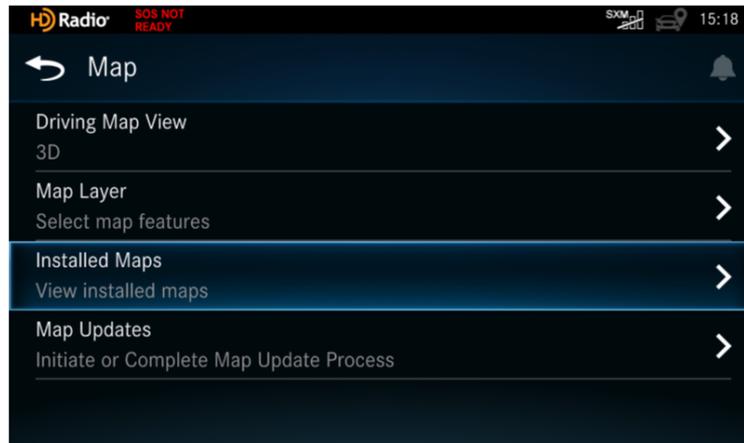
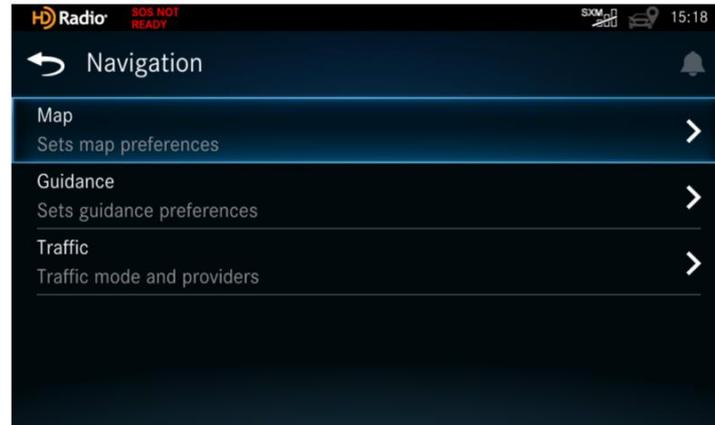
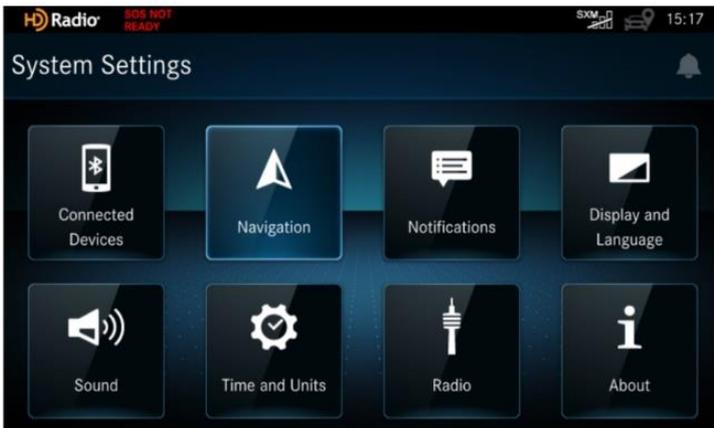


Step 9



Check map version on the Navigation system

- Go to System → Navigation → Map → Installed Maps

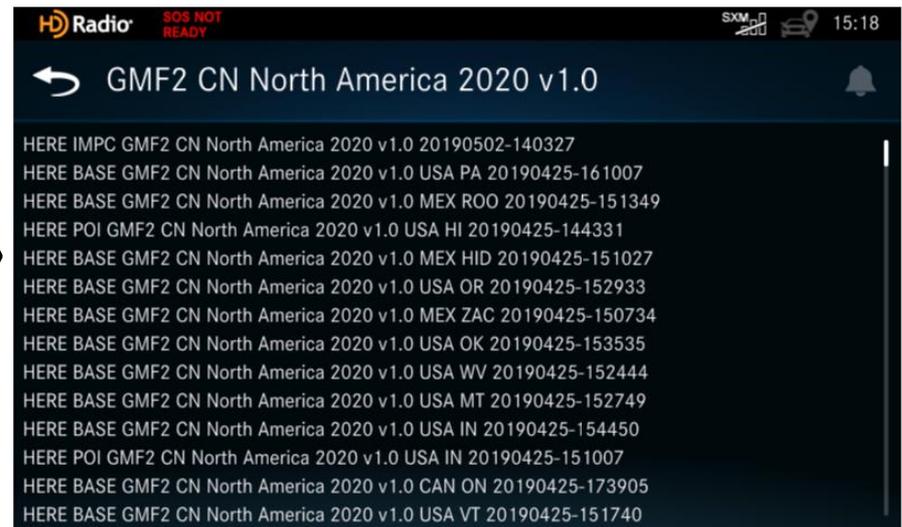
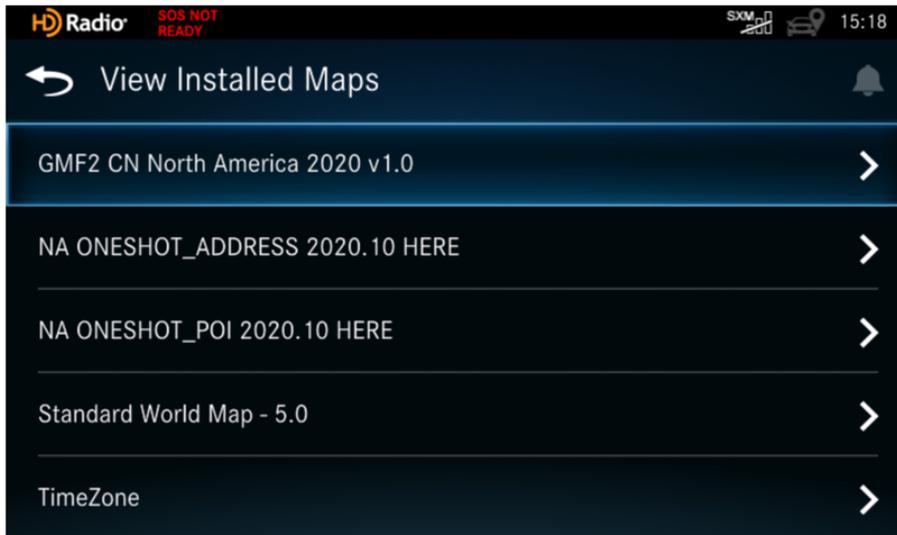


Step 9.1



Check map version on the Navigation system

- Check if the Map Version is correct.



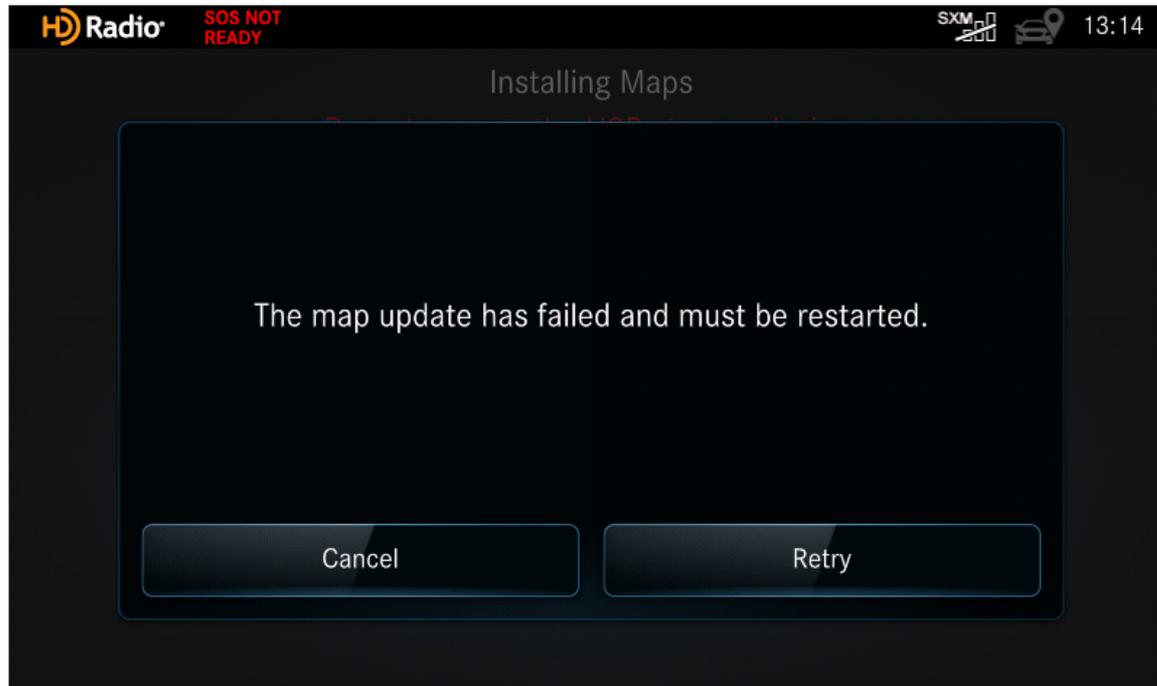
Troubleshooting

Update Failed During Installation

- If the following message appears, please press **retry** to retry the map installation.

Note: This will reboot the unit before attempting the retry.

- If retrying isn't successful, then please do a map reinstall using Garmin Express (**Step 6**).



Troubleshooting (cont.)

Map Update Compatibility Issue

- If you receive the following message, please remove everything from the USB drive and restart the process from Step 1 (**Prepare a USB drive**).

