



Technical Journal

TITLE:

Navigation, How to Report Map errors

REF NO:
TJ 363ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Cars North AmericaISSUE DATE:
2014-07-03STATUS DATE:
2016-03-01FUNC GROUP:
3972FUNC DESC:
Road navigation

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“Right first time in Time”

Attachment

File Name	File Size
Attachment TJ 363 Graphic map.jpg	0.1019 MB
TJ 363 Map Error Reporting.JPG	0.0476 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
1XX							1999-9999		0000001-9999999	199815-999952
2XX							2000-9999		0000001-9999999	199943-999952
3XX							2001-9999		0000001-9999999	200032-999952
5XX							2004-9999		0000001-9999999	200339-999952

CSC Customer Symptom Codes

Code	Description
7N	Navigation/Other navigation problems
HP	Navigation/Navigation system gives incorrect directions

VST Operation Number



DTC Diagnostic Trouble Codes

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

Text

RTI = Road and Traffic Information

VCUSA = Volvo Car USA

DESCRIPTION:

If an error is found in the map database, it can be reported directly to the RTI map supplier *HERE*, formerly known as NAVTEQ (Navigation Technologies). Refer to **SERVICE** below for a web address to the map supplier.

Other feedback concerning software and route calculating functions, etc., should be reported to Volvo by a normal Vehicle Report including the following details:

1. Start and destination points (street and city, also if possible Latitude/Longitude).
2. RTI SW version. (Can be found under System information in the menu).
3. Part number/map version. (Can be found under System information in the menu).
4. Short or Fast route.
5. Other personal settings.
6. Estimated route distance.
7. Graphic map with the route marked (see example in attachment).
8. Detailed problem explanation.

Remember that the map information may not always correspond with the reality. For roads and intersections which are new or rebuilt, the information may be wrong. Road changes are mostly entered to the map database up to one year after the road construction was completed. Also note that the map coverage is not 100%. Some cities and some roads may not yet be available in the map data.

A missing or wrong address for a Volvo retailer should be brought to the local market organization (VCUSA) that is responsible for the dealer address information via a Vehicle Report. The retailer list is sent to our RTI supplier on a regular basis.

Please note that the actual map content is NOT a Volvo product. Map errors such as missing addresses or roads must be reported to the map supplier (instructions under **SERVICE**). Warranty should *not* be used if customer is reporting a map-related problem.

PRODUCT MODIFICATION:

Except for the Sensus and *Sensus Connect* systems, the latest available RTI software is included on the new map discs.

**MATERIAL RETURN:**

N/A

VEHICLE REPORT:

N/A

SERVICE:

If a map error is found, it may be necessary to send feedback to our map supplier if the following criteria are fulfilled:

1. Map CD-ROM/DVD is not older than 6 months from release date.
2. Concerned road, intersection, or address is older than one year.

Map errors such as missing/incorrect addresses can easily be reported at www.HERE.com by finding the location on the map on the website and selecting *Help Improve the Map* (see attachment **TJ 363 Map Error Reporting.JPG**) and following the on-screen instructions to report the error.

To view TJ attachment continue to next page. This TJ has two attachments.

