

No or Low Navigation Voice Volume Using Apple Maps with Apple CarPlay™

AFFECTED VEHICLES

2016–17 Accord (EX and above), 2016–17 Civic (EX and above), 2017 Clarity Fuel Cell, 2017 CR-V (EX and above), 2017 Pilot (EX and above), and 2017 Ridgeline (RTL-T, RTL-E, Black)

EDITOR'S NOTE: This article replaces the one posted in **February 2017** to extend the article's shelf life. The issue(s) covered are still being addressed.

If a customer can't hear the navigation voice when using Apple Maps with Apple CarPlay, an adjustment to the navigation voice volume on the customer's phone should take care of it. This is something the service advisor can handle right on the service drive, so unless this doesn't work, there's nothing a service tech needs to do.

Here's how the navigation voice volume is adjusted on the customer's phone:

1. Select **Settings**.
2. Scroll down, and select **Maps**.
3. Select **Driving & Navigation**. Under **NAVIGATION VOICE VOLUME**, you'll see four volume settings: **No Voice**, **Low Volume**, **Normal Volume**, and **Loud Volume**. The default setting is **Normal Volume**.
4. Select the appropriate volume setting.