



Technical Journal

TITLE:

“No Navigation Activated” Message in Sensus Navigation tile

REF NO: TJ 32929.1.4	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2018-06-19	STATUS DATE: 2018-06-29
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 6	

“Right first time in Time”

Attachment

File Name	File Size
TJ 32929_1.jpg	0.1719 MB
TJ 32929_2.jpg	0.1330 MB
TJ 32929_3.jpg	0.0594 MB
TJ 32929_Maps Not Loaded.jpg	0.1723 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
246							2018-9999		-	201717-999952
536							2019-9999		-	201746-999952

CSC Customer Symptom Codes

Code	Description
3D	Accessory installation/Accessory installation
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
IP	Navigation/Error message on screen
3L	Technician information/Repair information/Not for warranty use

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

DESCRIPTION:

PDS = Pre-Delivery Service

*Factory Sensus Navigation is not standard with Momentum trim on the vehicles listed above.

If the customer has not purchased factory navigation (Option Code 255), the message “No Navigation Activated” will be displayed in the Sensus Navigation tile (see attachment TJ 32929_1.jpg).

NOTE: It is not necessary to install maps via USB at PDS on these vehicles.

SERVICE:

*For vehicles that do not have factory Sensus Navigation, there are 2 options for the customer:

Option 1.

The *Internet Maps* application can be installed from the Sensus Download Center to remove the message from the home screen (see attachment TJ 32929_2.jpg). Internet Maps has limited functionality and requires an internet connection to operate.

NOTE: Once the app is downloaded and installed it must be launched from the Applications pane in order to clear the message on the Home screen (see attachment TJ 32929_3.jpg).

Option 2.

The customer can purchase Sensus Navigation as an accessory upgrade:

XC60 - [http://accessories.volvocars.com/en-us/XC60\(18-\)/Accessories/Document/VCC-499179/2018](http://accessories.volvocars.com/en-us/XC60(18-)/Accessories/Document/VCC-499179/2018)

*XC40 - <https://accessories.volvocars.com/en-us/XC40/Accessories/Document/VCC-510211/2019>

*Vehicles that *are* equipped with factory Sensus Navigation will have the message “Navigation not available, please load map via USB” displayed in the Navigation tile when the vehicle arrives from the factory (see attachment TJ 32929_Maps Not Loaded.jpg). Proceed with loading maps to the vehicle as per PDS guidelines on these vehicles.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area “Vehicle Report” and sub concern area “Support needed”, use function group 3900.

To view TJ attachments continue to next page. This TJ has four attachments.







