



# Technical Journal

TITLE:

**Traffic Data Inop/Traffic Information Not Available**

<b>REF NO:</b> TJ 35059.1.1	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2019-07-29	<b>STATUS DATE:</b> 2019-08-05
<b>FUNC GROUP:</b> 3900	<b>FUNC DESC:</b> Media, navigation and communication	Page 1 of 2	

“Right first time in Time”

## Attachment

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2015-2016		-	201420-201613
134							2015-2017		-	201420-201716
136							2015-2016		-	201420-201616
137							2016-2017		-	201524-201716
138							2016-2017		-	201521-201716
155							2015-2017		-	201420-201716
156							2015-2017		-	201420-201735
157							2015-2017		-	201450-201716

## CSC Customer Symptom Codes

Code	Description
7N	Navigation/Other navigation problems
IC	Navigation/Updates of information slow/does not work
IP	Navigation/Error message on screen
25	Visual driver information/Traffic information: Does not work

## 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:**

PSIM - Personal Subscriber Identity Module

The customer may complain that traffic information is no longer shown in the vehicle navigation or a message “*Traffic information is not available for your area*” is displayed on the traffic screen.

Traffic information for these vehicles was initially provided by SiriusXM Traffic & Weather. MY2015.5-2017 vehicles were provided with a 4 year free trial period of this service from SiriusXM. It is possible that the trial has expired. See options for traffic information under Service.

### **SERVICE:**

First, retrieve the *SiriusID* from the vehicle Settings menu and have SiriusXM send a refresh signal down to the vehicle to ensure that the receiver is synchronized with their systems. This can be done online:

[https://care.siriusxm.com/retailrefresh\\_view.action](https://care.siriusxm.com/retailrefresh_view.action)

If the refresh has no effect, check if the vehicle has an active Traffic & Weather trial with SiriusXM by contacting SiriusXM Listener Care and providing them with the vehicle’s *Sirius ID*:

SiriusXM Listener Care: 1-888-465-8528 or <http://www.siriusxm.com/help/findsirius>

If it is confirmed that the trial subscription has expired, the customer has the following options to restore traffic information to the vehicle:

- 1.) The customer can contact SiriusXM and subscribe to their Traffic & Weather service. This is a monthly/yearly paid subscription service.
- 2.) The customer can purchase the *Real-Time Traffic Information (RTTI)* accessory upgrade. This will allow the vehicle to receive internet-based traffic information via the vehicle’s on-board modem/ internet connection. The traffic information service does not require the customer to have an active data plan for the vehicle’s PSIM card. Installation instructions and additional information can be found on the accessories website under *Tech & Sounds* for the vehicle model in question:

<https://accessories.volvocars.com>

### **Warranty Information**

If the service trial for Traffic & Weather has expired, no parts/labor can be claimed under warranty.

### **VEHICLE REPORT:**

Yes, please submit a TIE 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.