



Technical Journal

TITLE:

P3 Internet maps search function not available

REF NO: TJ 34508.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2019-11-01	STATUS DATE: 2019-11-08
FUNC GROUP: 3900	FUNC DESC: 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		0186001-0200260	201420-201614
134							2014-2018		0289829-0471804	201346-201823
135							2015-2016		0312001-0377263	201420-201614
136							2015-2016		0202002-0274097	201420-201619
137							2016-2018		0000001-0007669	201524-201822
138							2016-2018		0085001-0190468	201517-201816
155							2014-2017		0187408-0373995	201350-201716
156							2014-2017		0559323-1232863	201346-201735
156							2017-2017		0000033-1240387	201617-201744
157							2016-2018		0003029-0059821	201517-201823

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
7N	Navigation/Other navigation problems
EO	Navigation/Does not work



VST Operation Number

VST Operation Number	Description
36050-2	Calibrating/Identifying with VIDA

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:

If searching for a destination in the in-car app “Internet Maps” and the search function does not work, please see advice under “Service”.

SERVICE:

Connect the vehicle to VIDA and proceed to run the script “ Clear cached Internet map Data” which can be found by doing the following steps:

Connect vehicle to VIDA -> Vehicle Communications -> ICM/IHU -> Advanced -> “Clear cached internet maps data”.

Before you check if “Internet Maps” is functional please let the vehicle go to sleep after you’ve done the steps above.

Warranty claim info: *To get warranty claim accepted for a job described in this TJ, please use following data:*

VST OP number: 36050-2, and relevant CSC’s.

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.