



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Maps Over The Air (MOTA) Is Causing The Navigation App To Continuously Reboot Or Map loading Screen Shown

Discussion: Customer may complain the Navigation app is continuously rebooting and leaves the app inoperative. This is an issue which occurs when the radio is receiving a MOTA update and a loss of connectivity happens. This causes the Navigation app to continuously reboot and leaves the app inoperative. This issue will be corrected in the U-Branch Radio software. A Service Action will be released to correct this concern which will detail step by step for updating the MAP software. See below for more details Do Not Replace the Radio for this concern.

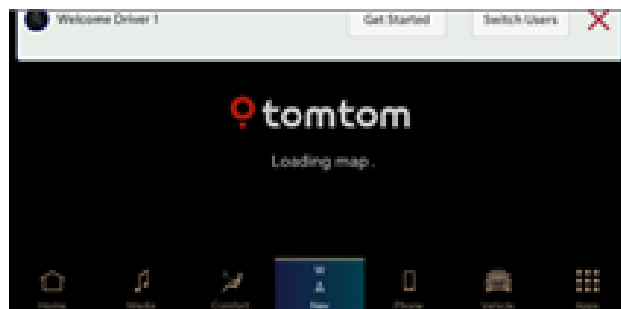


Fig 1

Navigation app recovery:

1. Update the maps using the USB method on TomTom web site. (see link below). Note: Map update is a group of files (5). Please Download each file individually one at a time. Selecting the file name (link). (Ensure all files are download completely before moving to the next one)

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



- 2. Perform a Clear Personal Data (This is **ONLY** necessary if the USB map update is not successful). Leave vehicle outside running for 45 mins in good cell service area.

Map Portal Link:
<https://stellantis.navshop.com/#/downloads>

HOME HELP English

STELLANTIS

Welcome to the Map Update Portal. Please follow the steps to get the latest available maps for your vehicle.

Select Car Brand Select Car Model Select Navi System **SEARCH FOR UPDATES**

STEP 1: DOWNLOAD

Choose from the available content and click the download button for your correct map region. Always make sure you have selected the correct vehicle and Nav system.

> MORE INFO

STEP 2: TRANSFER

If necessary extract the contents of the package and copy them to your USB flash drive.

> MORE INFO

STEP 3: INSTALL

Plug the USB drive into your in-vehicle navigation system. The system will automatically install the new content. Now you're up to date again, it's time to hit the road!

> MORE INFO

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Fig 2

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