



STAR ONLINE PUBLICATION



Case Number: S238A000058

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Symptom/Vehicle Issue: Radio Navigation Displays Message “No Maps Available”

Discussion: Customer may complain the Navigation App does not launch and a message appears stating “No Maps Available”. The issue may have occurred after a dealer/customer attempted to update the maps with a USB update. Attempt to update/recover the navigation maps with a USB update. Link below for Stellantis map update portal. If map update/recovery fails, replace the radio.

Map Portal Link:

<https://stellantis.navshop.com/#/downloads>

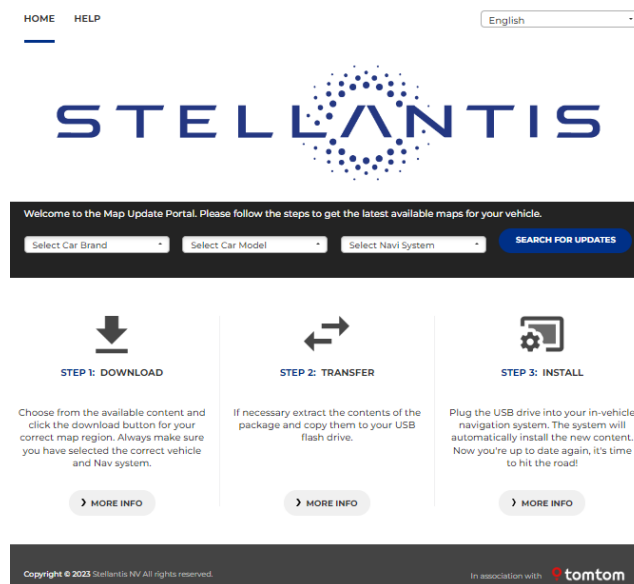


Fig 1

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.