

August 2018

B18080B Version 1

Navigation System Lacking Address or Traffic Info?

AFFECTED VEHICLES

Year	Model	Trim
2019	RDX	With Navigation

Is the navigation system lacking address or traffic info? The **Connected Features** may just be disabled or the system might not be connected to its online server.

With this feature enabled, the system shares VIN, location, and usage info with an online server (HERE) for the most up-to-date driving and point of interest (POI) info. With it disabled, there's no connection and the system must rely on what's stored in its map database.

Keep in mind this in only an issue on sold vehicles. The **Connected Features** isn't activated until vehicle sale.

A quick look at the audio/information screen can tell you a lot.

If the Connected Features is enabled, but the system isn't connected to its online server, you'll see a No data connection, results limited. message on the left side of the screen (primary information area) and the signal strength icon on the right side (secondary information area) will show no bars.

1 No data connection			 No data connection 		
> Foc	od Jata connection, results limited.		÷ 6	4:14	
٣I	Pop's Pizza 3215 N Main St, East Liberty, Ohio, 43319 3.3 mi	Q GO	Noi	nedia	
٣I	Troncone & Perry's 21546 Main St, Raymond, Ohio, 43067 4.1 mi	Q GO	۸ud	io Off	
٣Ĩ	Steve's Market & Deli 184 E Maple St, North Lewisburg, Ohio, 43060 5.∂	GO	Auu		
٣I	Cardinal's Pizzà 14 E Maple St, North Lewisburg, Ohio, 43060 5.6	GO			

• If your client has disabled the **Connected Features**, you'll see just the message in the primary information area. To check the status of this feature and to enable it if needed, follow these steps:

- 1. From the HOME screen, select Navigation.
- 2. From the map screen, select **MENU**.

3. From the Navigation Menu screen, scroll down to Connected Features and make sure it reads Enable.

>	Navigation Menu				6 M		9:30
	Estimated Arrival		Arrival Time	$\mathbf{}$		No media	
	Connected Features		Enable			Audio Off	•
	Clear History Clear navigation history from the system					Audio On	
	Help Additional information about this navigation ap	р					

- If it reads Enable, continue with normal system troubleshooting.
- If it reads **Disable**, go to step 4.
- 4. Select Connected Features, then Enable.

> Connected Features			9	:32
Allow the navigation system to use connec enabling this feature, the vehicle may start		No media		
information with HERE.				
Privacy clauses can be found on the Abour	t page.		Audio Off	•
Disable	Enable	· ·		