

Navigation System Lacking Address or Traffic Info?

AFFECTED VEHICLES

| Year | Model | Trim |
|------|-------|-----------------|
| 2019 | RDX | With Navigation |

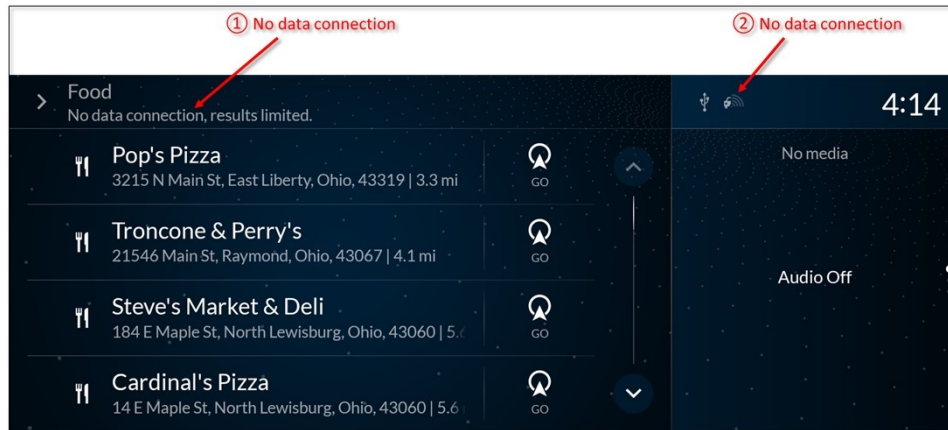
Is the navigation system lacking address or traffic info? The **Connected Features** may just be disabled or the system might not be connected to its online server.

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 is 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.

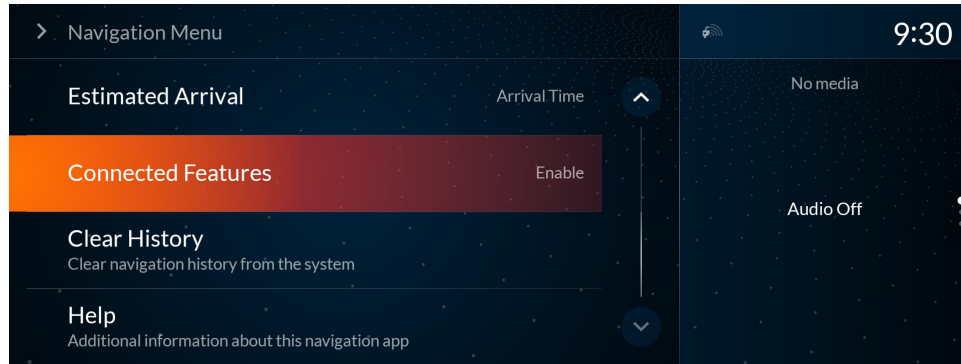


- If your client has disabled the **Connected Features**, you'll see just the message in the primary information area.

To check the status of this feature and to enable it if needed, follow these steps:

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

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



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

4. Select **Connected Features**, then **Enable**.

