

If your system is showing a message before or after installing a map update such as:
'Navigation System Calibration Required:'

- This is NOT a known issue with the map update itself. Do not purchase a map update to resolve this issue.
- Below are some recommendations on how to resolve this issue:

Uconnect RA4 Calibration problems

1) Check the region/country

- Use the navigation menu
- Navigate to the main menu on your Uconnect screen.
- Select NAV
- Choose the Find Address option.
- Make sure it shows your correct area

2) Also check the 'Current Position' in your system is correct:



If options 1 and 2 do not resolve the issue:

3) Perform a soft reset – try this before and after the calibration effort detailed below

A soft reset can resolve many common software glitches and refresh the system without erasing your settings.

- Turn the ignition to the "Run" position (engine can be off).

- Press and hold the Volume button and the Tuner button at the same time for 10 to 20 seconds.
- The screen will go dark and then reboot, displaying your vehicle's brand logo.
- Wait for the system to fully reinitialize and return to the main menu.

4) Calibration:

To calibrate the Uconnect RA4 navigation system, drive on a main road with a clear view of the sky while the vehicle is running. The system will acquire satellite signals. Find a main road with a clear, unobstructed view of the sky to ensure the best satellite signal reception.

- Start the vehicle. Make sure the vehicle is running.
- Find a big clear road or parking lot and drive slowly in counterclockwise circles under five miles per hour for five to eight rotations at least.

5) Try a Hard reset: **This will erase all personalized settings, and address book.**

<https://www.youtube.com/watch?v=fRZhvwkJ5AE&t=13s>

- Turn the vehicle to "run" mode. Do not start the engine.
- Press and hold the temperature up and down buttons simultaneously. Hold them for at least five seconds.
- Select the reset option. A menu will appear on the screen. Scroll to and select the "Reset to Factory Settings" option.
- Confirm the reset. Follow the on-screen prompts to confirm your choice.
- Wait for the system to reboot. The system will take about 30 seconds to fully reboot and return to its factory settings.
- Re-personalize settings. After the reset, you will need to re-enter your personal information, such as phone contacts and other preferences.

When to seek professional help

If these steps do not resolve your navigation issues, the problem may be hardware-related, such as a faulty GPS antenna. In this case, your best course of action is to have the vehicle serviced by a dealership.