True Touchpad Navigation –
Map Update Full Installation Process: <u>ENGLISH</u>

What you will need to download a map update:

1. VIN Number
2. A Registered/Connected System
3. Database Version of your navigation system
   a. To find your current Database Version enter the 'Menu' of your navigation system, select 'Help' and then 'About'.
   b. The map version is listed in the following format YYYY.MM.DD.
4. Computer or Laptop connected to internet
   a. You **cannot** use your iPhone, iPad, Android telephone or tablet to download the map
5. Blank 32GB USB Stick formatted to FAT32 for Windows or MS-DOS (FAT) for MacOS
   a. 32GB size is minimum needed and recommended size

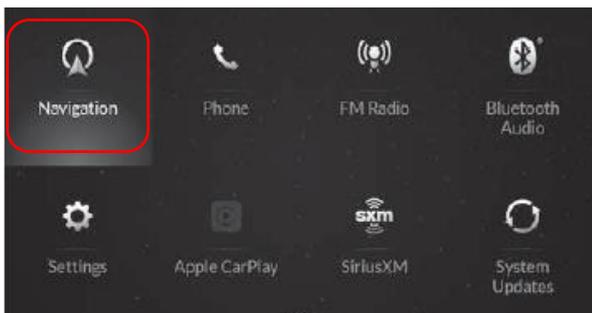## SECTION 1: REGISTRATION & CONNECTION

IMPORTANT INFORMATION for North American navigation systems.:

How to Connect & Register your system:

Before you can download an updated navigation system map you will need to ensure that your vehicle's **'Connected Features'** is **enabled,** and **navigation system** is **connected** to the Internet or online. This will allow your VIN to be registered for MapCare.
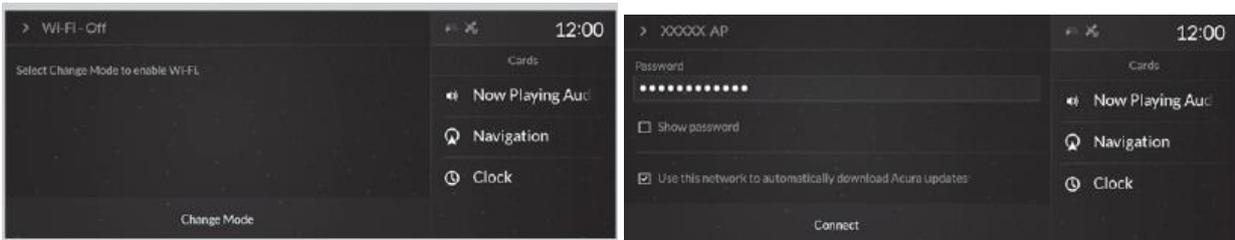
How to verify if Connected Features is enabled:

1. Select 'Navigation' from the Home/Main Screen
2. Select MENU from Map Screen, then select Navigation Menu
3. Select 'Connected Features' and check that it is '**Enabled**'

How to connect the vehicle's system to the internet: (for more detailed info, see your vehicle owner's manual. Wi-Fi, Hotspot or phone tethering charges may apply)
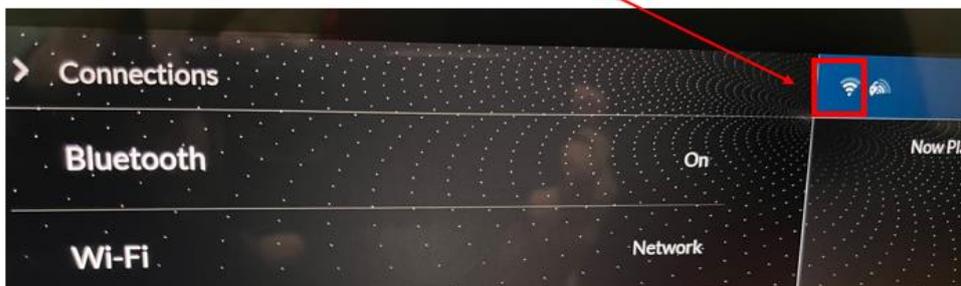
1. Press the [home] (home) button.
2. Select **Settings**.
3. Select **Connections**.
4. Select **Wi-Fi**.
5. Select **Change Mode**.
6. Select **Network**.
   ▶ Select the access point you want to connect to the system.
   ▶ When you change the mode from **Hotspot** to **Network**, a pop-up appears, then select **Confirm**.
7. Select **Connect**.
   ▶ Enter a password for the access point.
   ▶ When the connection is successful, **Connected** is displayed on the list.
8. Press the [home] (home) button to go back to the home screen.

You can confirm whether Wi-Fi connection is on or off with the [wifi] icon on the system status area.

This is the ONLY symbol that indicates WiFi is connected. It must be showing to complete registration.

(The TCU indicator is NOT WiFi)

Icons
GPS Indicator
TCU Indicator
WiFi Indicator

Ensure your vehicle / VIN has been registered:

1. Ensure that you are in an area where the vehicle can get a clear internet signal / connection
2. Turn-off the engine
3. Wait 10-15 minutes
4. Turn the engine back on (ignition cycle)
5. Confirm that Connected Features is Enabled
6. Confirm that the vehicle is connected to the internet (see above)
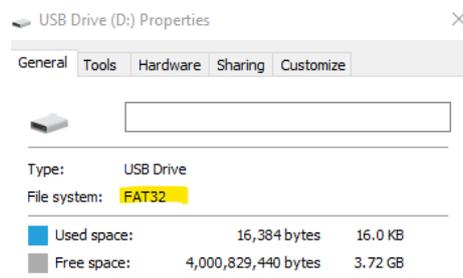

SECTION 2: FORMATTING USB STICK/FLASH DRIVE

It is recommended that you use a blank USB with the following specifications:

- **Size:** 32GB is minimum size and recommended. (USBs larger than 32GB will need additional steps to format to FAT32)
- **Type:** USB 3.0 is recommended (USB 2.0 will work but data transfer will be slower)
- USB must be formatted to FAT32

How to prepare the USB for Windows:

To verify that the USB is formatted to FAT32 :
1. Insert the USB into the computer's USB port
2. Open File Explorer
3. Right mouse click on the USB Drive icon
4. Select Properties from menu and verify that the file system is FAT32

How to format a 32GB USB to FAT 32
WARNING Formatting a USB will delete all data on the USB. Please backup the data to a different location.
1. Insert USB into the computer's USB port
2. Open File Explorer
3. Right mouse click on the USB Drive icon
4. Select FORMAT from the menu
5. Select FAT32 from File System dropdown
6. Click Start

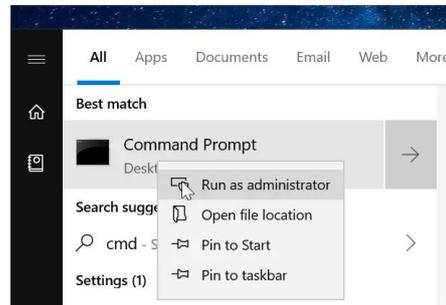**How to format a 64GB or larger USB to FAT 32**
Windows does not allow you format external USB drives larger than 32GB to the FAT32 file system. The format utility dialog offers just NTFS, and exFAT file systems for USB drives larger than 32GB.

WARNING Formatting a USB will delete all data on the USB. Please backup the data to a different location.

Option 1:
Step 1. Open the Command Prompt as administrator :
1. To do that, type CMD in the Start/taskbar search field,
2. Right-click on the Command Prompt entry
3. Click Run as administrator option.
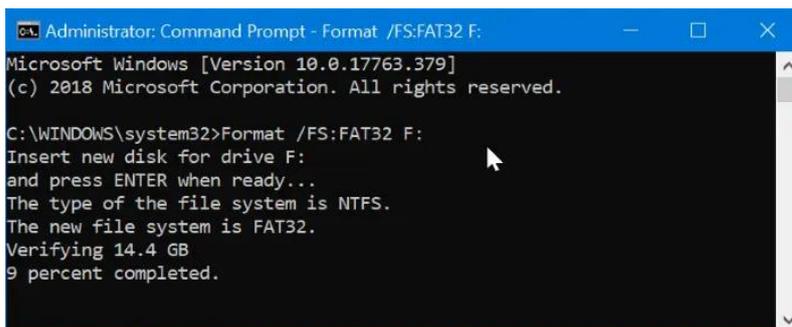4. Click the Yes button when you get the User Account Control screen.

Step 2. At the Command Prompt window, execute the following command
Format /FS:FAT32 X:
Replace "**X**" with the actual drive letter of the USB drive that you want to format to the FAT32 file system.
NOTE: It might take hours to format the drive.
Press the **Enter** key when asked to execute the command.

Option 2:
There are free utilities available that you can download that will format USBs larger than 32GB to FAT32. These utilities are usually faster than using Option 1. All third-party partition management tools support formatting 32GB+ drive to the FAT32 file system. You can use any of them.

How to prepare the USB for MacOS:

Format a USB Drive to FAT32 in MacOS with Disk Utility

1. Insert the USB to be formatted to a Mac PC
2. Navigate to **Applications** > **Utilities**, and click it twice to open

3. Select the drive you want to format and click on **Erase**
4. Rename the USB drive (optional), and choose the **MS-DOS(FAT)** for format
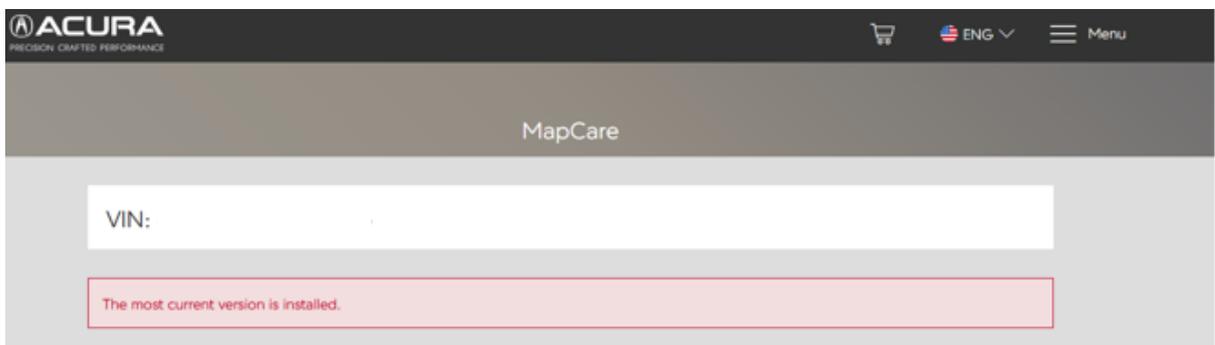5. Select **Master Boot Record** for scheme, hit **Erase**

6. Once the process is done, the USB drive will be ready to reuse with FAT32 file system to save data

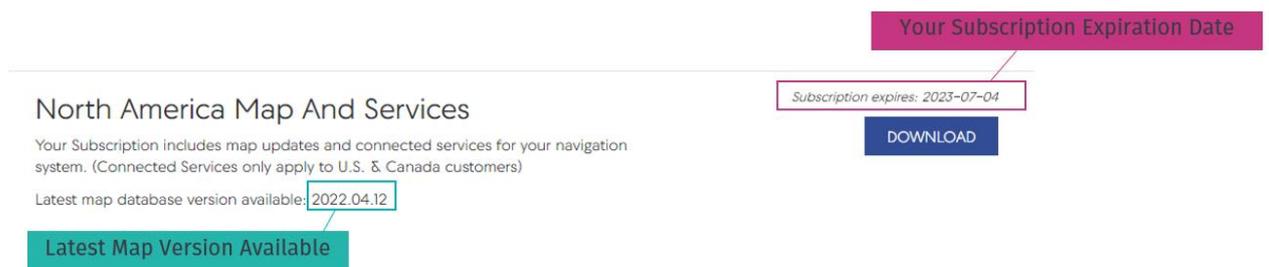# SECTION 3: DOWNLOAD THE NAVIGATION SYSTEM MAP UPDATE FROM COMPUTER TO USB

1. Go to https://acuranavi.navigation.com
2. Enter your Model and Model Year
3. You will be directed to the MapCare VIN Entry page
4. Enter your VIN

(If the error message 'We are unable to find the VIN provided. Please check the VIN and try again or contact us' – then please refer to Section 1 above)
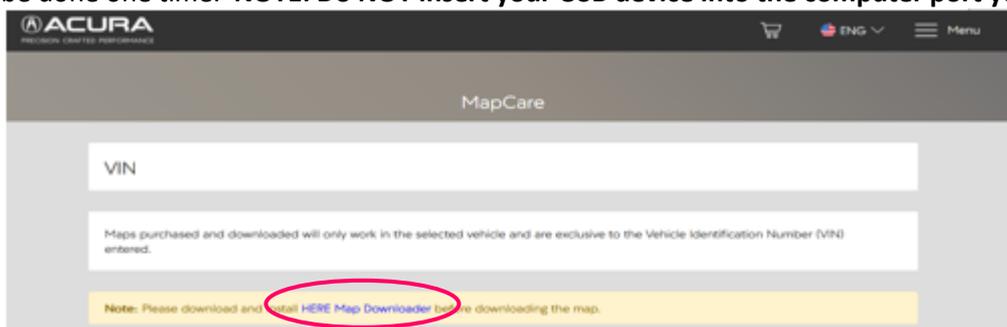
5. Enter the Database Version from the Menu of your navigation system, select 'Help' and then 'About'. The map version is listed in the following format YYYY.MM.DD.

6. Click CONTINUE to move to the next page. If you entered the Database Version, and you are running the latest version of the navigation system map update you see the message "The most current version is installed."

7. Once in the MapCare Download page – you will see information on your subscription expiration date and the latest available map (dates below are for example only)
   a. If your current subscription is expired or expiring within three months, then a one (1) or three (3) year renewal will be offered for purchase. If you wish to purchase, click on the 1 or 3 year options to see pricing and then click 'Renewal/Extension'

8. Before you can download a navigation system map update you **MUST** install the HERE Map Downloader onto your computer by clicking on the link 'HERE Map Downloader'. This only needs to be done one time. **NOTE: Do NOT insert your USB device into the computer port yet**

9. Depending on your Internet Browser:
    a. The Map Downloader program file will open at the bottom left of your screen   OR
    b. A message will appear asking if you want to run the 'MapDownloader_Installer'
        i. Click 'Run'
            o If you are asked to 'allow website to open a program on your computer', click 'Allow'
            o If the program isn't opening correctly, try a different internet browser

    (Installation of the HERE Map Downloader requires computer administrator privileges)

10. Once Downloader Tool is installed on your computer, click 'DOWNLOAD' and you should see the screens below.
    a. Note: If the following happens when clicking 'DOWNLOAD' then you do not have the Download tool installed:
        • Safari Users: get the error 'can't open the page because the address is invalid'
        • All other internet browsers: button won't work
11. Insert your blank USB stick into your computer's USB port only when directed
12. Select the USB drive to start the download status
13. The Downloader application will show the download status. It may take several hours for the download to complete.
    a. The first screen indicates how large the data will be on the USB after the download has completed (16.0 GB in example below)

Region: **North America Map And Services**

Please select a USB stick with at least 16.0 GB of free space.

If the map for this region is already on your USB stick, the available memory indicated doesn't include the current map because it will be replaced by a fresh, new map.

USB (D:/)   28.9 GB of 28.9 GB available   [Select]

Region: **North America Map**

Downloading   Part 5 of 1005 36%

0.3%   4 h 28 min remaining

Please do not remove the USB stick while the download is in progress.
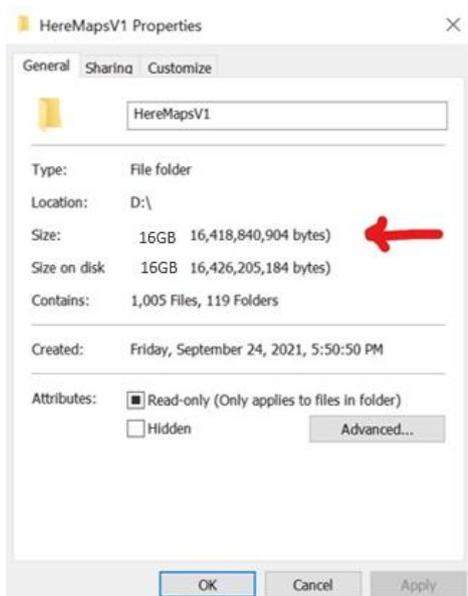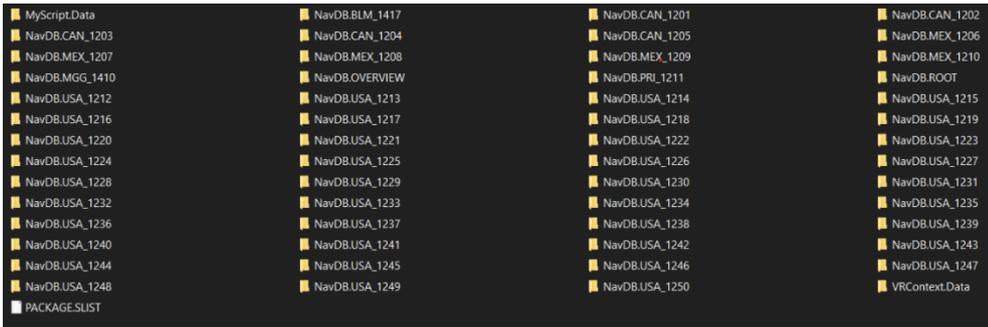
Region: **North America Map**

Download Complete

The selected map download is complete. The latest maps a available on the USB stick. Please follow the instructions to maps in the vehicle.

Confirm Map Update Files are Downloaded to your USB:

1. After the download is complete – Open the USB Drive on your computer and check that the files look correct:
    a) The 'HereMaps' folder that is now loaded to your USB should contain many 'NavDB' files as pictured below
    b) Right click on the USB Drive, and look at the USB properties. The size of data on the USB should be at least 16GB (specific size was indicated in the Download Tool)
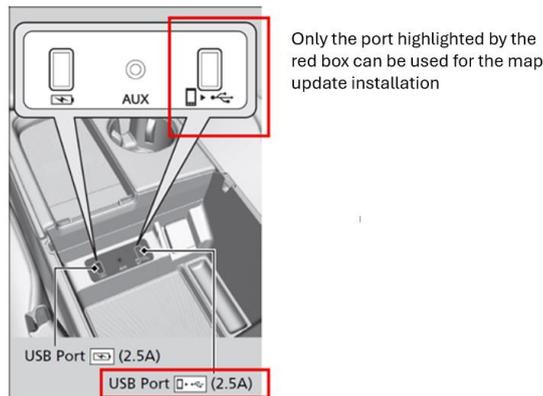
If you don't see the correct folders or data size, it is recommended to delete all files on the USB and start over the Download process over
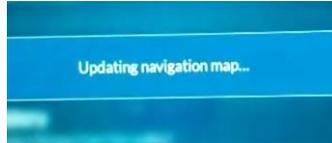

You are now ready to install the new map in your vehicle.

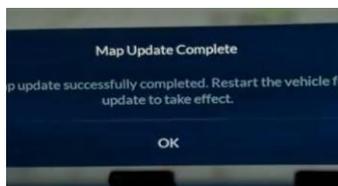# SECTION 4: INSTALLING THE MAP UPDATE FROM USB TO THE NAVIGATION SYSTEM

1. In a well-ventilated area – turn the vehicle On or to 'Accessory Mode/Run' during installation
   - The vehicle engine doesn't have to be FULLY running

2. **Put the navigation system in 'Navigation' Mode (push 'Navigation' on the screen)**

3. While the vehicle is in Park, plug the USB stick containing the map download files into the 'Data USB port' of your vehicle system:
   - The Data USB port is typically located in the Center Console. This USB port is different than the USB ports that are only used for charging batteries. The charging port should have a smartphone logo on it.
   - The VIN of the vehicle must match the VIN you used to get the map update download

Only the port highlighted by the red box can be used for the map update installation

USB Port (2.5A)

USB Port (2.5A)

4. The navigation system will detect new maps and display a notification. This message will only display briefly and will only be seen if system is in Navigation Mode.

Updating navigation map...

5. The map will download for approximately 60-90 minutes.
   - You can use the vehicle while the map is installing.
   - The USB should be flashing if it is communicating with the vehicle and doing the data transfer.

6. A notification will show the 'Map update is complete.' Update will take effect after vehicle restarts.' Click OK.

Map Update Complete

p update successfully completed. Restart the vehicle fo update to take effect.

OK

7. Remove the USB. Turn off the car and wait 15 minutes for the map update to be ready. The update will finish in the background and at the next ignition cycle the vehicle map will be of the newest version.

8. To confirm that the map update successfully installed –
   - Go to the 'Menu' of your navigation system, select 'Help' and then 'About'.
   - The map version is listed in the following format YYYY.MM.DD.
   - This should match the database version that was offered on the webstore

FAQ & TROUBLESHOOTING:

Where do I go to do my map update download?
Go to the Acura map update webstore (https://acuranavi.navigation.com)
Enter your Model/Model Year.
Enter your VIN and Database Version on the MapCare page and click 'Continue.'
The next page will show you any available downloads and/or renewal options.

Is there a certain type of USB recommended?
We recommend a 32GB USB (the size must be at least 32GB). We recommend a USB 3.0.
Micro Center brand USB's have worked well for most customers.

Can I download the Map Download to my phone, iPad, or Tablet?
No. The MapCare Downloader requires a computer with a USB port supporting FAT32.

Is the MapCare subscription tied to a specific owner?
No. The MapCare subscription is tied to the vehicle VIN.   Any MapCare subscriptions (whether free or renewed) – follows the VIN and not the owner. The subscription can't be transferred to another vehicle.

If I purchase a Used or Pre-Owned vehicle, do I get the Free MapCare Subscription?
The free MapCare period begins at the point of NEW vehicle purchase only. However, if you have purchased the vehicle before the free MapCare period is expired, you will be eligible. If it is expired, you can renew the subscription. Just enter your VIN on the MapCare page to determine eligibility.

How do I know how long my Entitlement Period is, or if I still have a free period remaining?
Within the Acura store, enter your Model/Model Year. Enter your VIN on the MapCare page. The next page will show you information on your subscription/entitlement period

Are Renewal Subscriptions Refundable?
No. Once purchased they are non-refundable. We do not offer refunds if you sell your vehicle

Will I be notified when a new map version is released?
There is currently no notification system. However, as a general guideline - a good timeframe to check for an updated version is approximately: January, April, July, October.

How often are new map versions made available?
A new map version is typically released 2-4 times per year (no more than 4).   They are dependent on Acura/Honda approval of each new release. Map versions will always be at least 3 months behind the current month.   Meaning a Q1 2024 version won't be released on the store any sooner than Q2 2024 as each quarter goes through a validation process by Honda.

Are you receiving the message "We are unable to find the VIN provided. Please check the VIN and try again or contact us." on the webstore?
Please check the following:
- Is the VIN that you entered on the web store exactly the same as the one of the vehicle you are planning to update?
  - Note: VINs do not contain the letters "O" or "I" or "Q" to avoid with the numbers of 0, 1 or 9 which can appear in the VIN
- Is Connected Features Enabled on your vehicle?
- Is your system online/connected to internet?

Are you having issues with downloading the map?

Please check the following:
- Is your USB at least 32GB?
- Is your USB stick formatted to FAT32?
- If your USB is larger than 32GB, was it correctly formatted to FAT32?
- Was your USB stick blank before trying to download the map?
- Did you download the 'HERE Map Downloader' application to your computer?
    - **The USB should only be inserted into the computer's USB once the Downloader is open on your computer.   Then the application will be able to download the map files to the USB.**

For Safari users, are you receiving the error message "Safari cannot open the page because the address is invalid." ?

Please check the following:
- Did you download the 'HERE Map Downloader' application to your computer?
- Please verify that the ' HERE Map Downloader' application is open, and the USB is inserted into the computer's USB port.

Are you having issues with installing the map onto the navigation system?

Please check the following:
- Did you wait up to 90 minutes?
- Is the VIN that you entered on the web store exactly the same as the one of the vehicle you are trying to update?
    - Map updates can only be installed on that vehicle.
- Is the map database newer than the one you are trying to install?
    - Your current map database can be found in the 'Menu/Help/About' screen of your Nav System
- Did you plug the USB stick into the correct USB port in the vehicle?
    - Only use the 'Data USB port' – typically located in center console.
    - Do not use the 'battery charging ports' which should have a smartphone logo on it.
- Is the USB stick/port light blinking/flickering? It will typically blink when a USB stick is plugged in.
    - IF you don't see it blinking – if possible check if there are any issues with your USB port by doing one of the following. If neither of those work then you may have a USB port issue and may need to check with a dealer:
        - Either plug in your phone via the USB port and try to use Apple Car Play or Android Auto
        - Take a blank USB stick and using a computer - load an MP3 (music file) to it. Then take it to the Data USB port in the car and see if that opens
- Did you see a screen that said 'Updating Navigation Map' after you plugged in the USB?
- After you have Downloaded the map update to your USB, please insert the USB into the computer's USB port to check the following:
    - Are their multiple 'NavDB' files on the USB stick?
    - Is the data size on the USB at least 16GB?
    - Does the data size on the USB stick match the data size shown in the HERE Download application?
    - Ensure that the 'Map Downloader' folder is NOT saved to the USB