

For guide that includes Spanish & French – visit [FAQ link](#)

True Touchpad Navigation – Map Update Full Installation Process

What you will need to download a map update:

1. VIN Number
2. A registered/Connected System
3. Computer or Laptop connected to internet
 - a. Map Downloads require a Windows computer (running Windows 10 or higher) or MAC computer (running macOS 12 or higher) **Phones/Tablets/Chromebooks can't be used**
4. Blank 32GB USB Stick formatted to FAT32:
 - Brand:** While there are no specifications for brand – we have seen some work better than others. Honda has had success with SanDisk and Micro Center
 - 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)

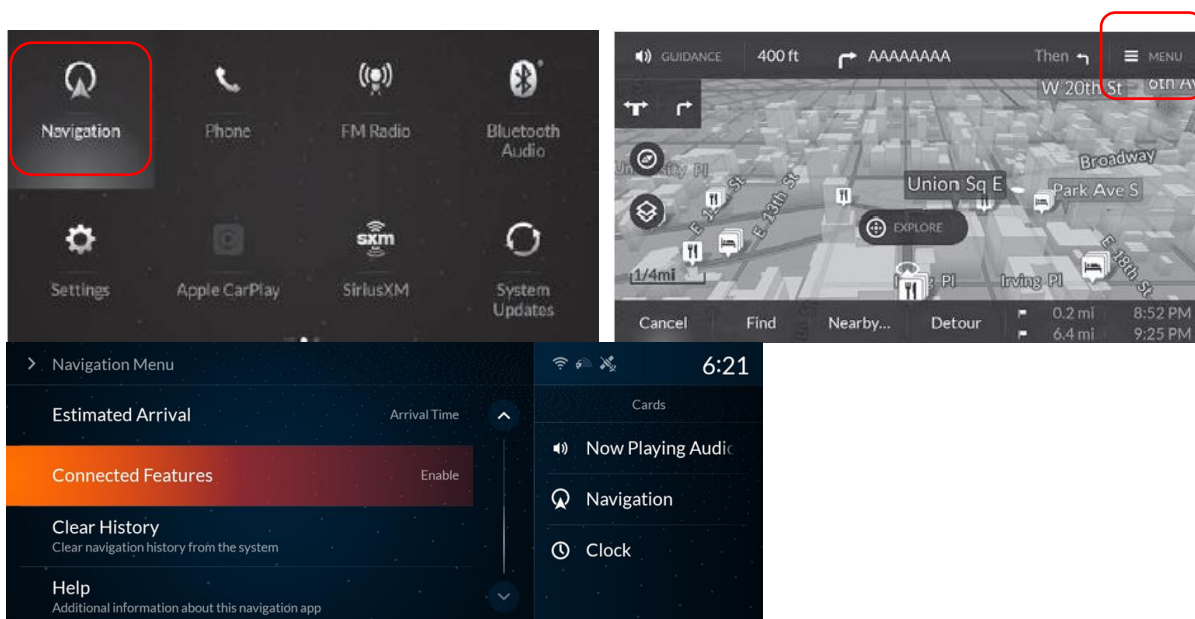
SECTION 1: REGISTRATION & CONNECTION

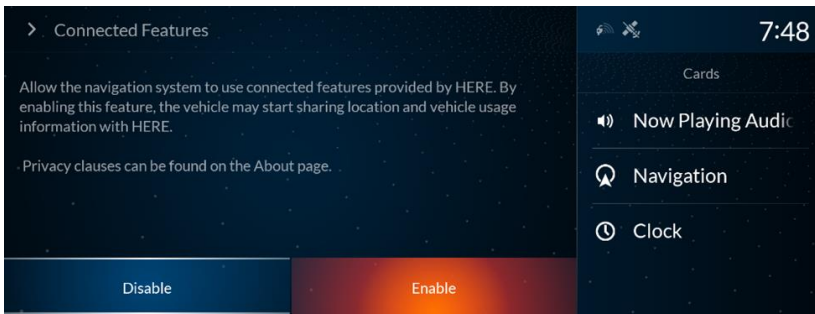
How to Connect & Register your system:

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:

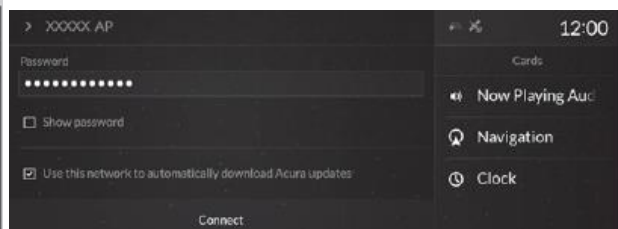
1. Select 'Navigation' from the Home/Main Screen
2. Select MENU from Map Screen, then select Navigation Menu
3. Select 'Connected Features' and check that it is **'Enabled'**






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)

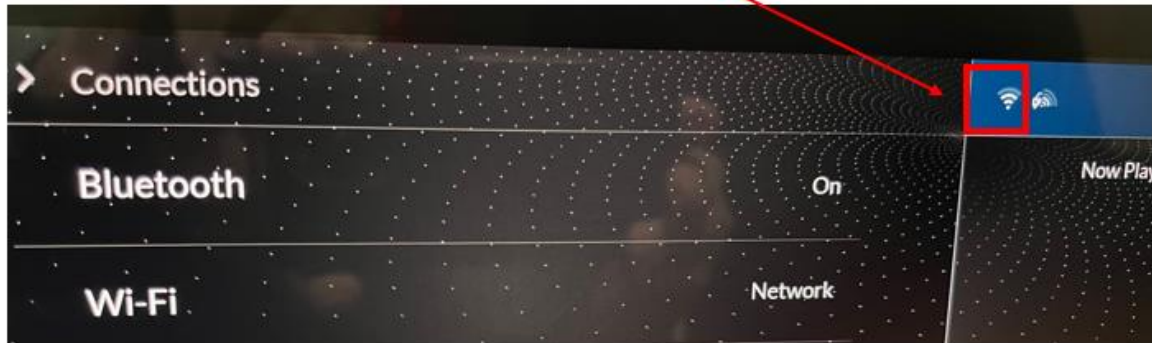
1. Press the  (home) button.
2. Select **Settings**.
3. Select **Connections**.
4. Select **Wi-Fi**.
5. Select **Change Mode**.
6. Select **Network**.
 - ▶ Select the access point you want to connect to the system.
 - ▶ When you change the mode from **Hotspot** to **Network**, a pop-up appears, then 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) button to go back to the home screen.



You can confirm whether Wi-Fi connection is on or off with the  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)



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

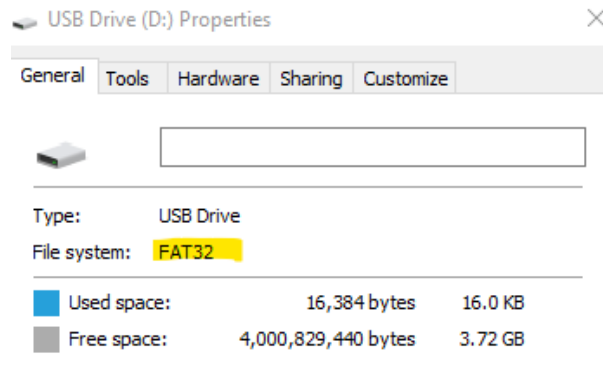
It is recommended that you use a blank USB with the following specifications:

- **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

If you have a 64GB or larger USB:

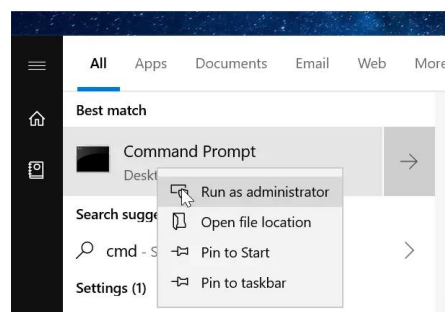
Windows does not allow you format external USB drives larger than 32GB to the FAT32 file system. The format utility dialog offers just NTFS, and exFAT file systems for USB drives larger than 32GB.

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.

```
Administrator: Command Prompt - Format /FS:FAT32 F:
Microsoft Windows [Version 10.0.17763.379]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>Format /FS:FAT32 F:
Insert new disk for drive F:
and press ENTER when ready...
The type of the file system is NTFS.
The new file system is FAT32.
Verifying 14.4 GB
9 percent completed.
```

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**



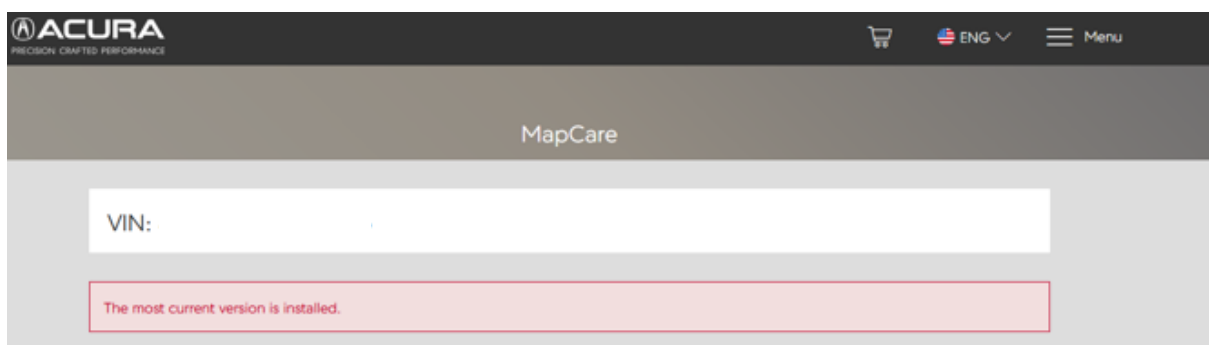
- Once the process is done, the USB drive will be ready to reuse with FAT32 file system to save data

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

- Go to <https://acuranavi.navigation.com>
- Enter your Model and Model Year
- You will be directed to the MapCare VIN Entry page
- Enter your VIN

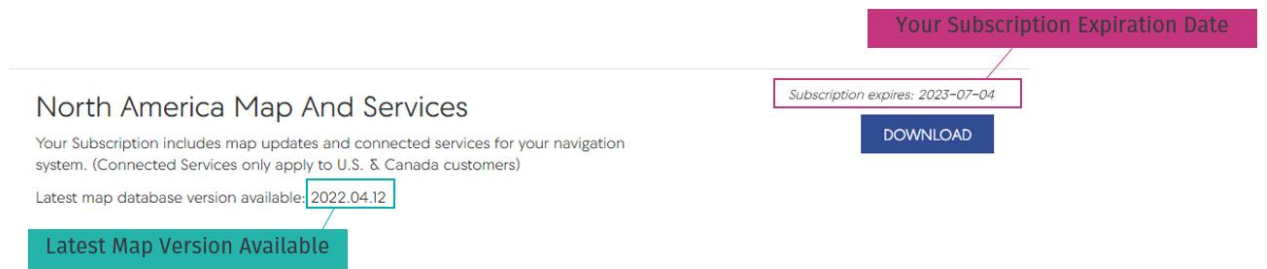
(If the error message 'We are unable to find the VIN provided. Please check the VIN and try again or contact us' – then please refer to Section 1 above)

- 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.
- 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."

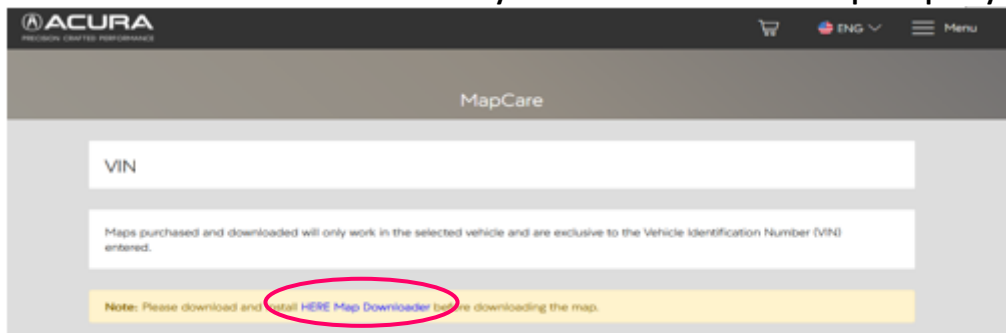


- Once in the MapCare Download page – you will see information on your subscription expiration date and the latest available map (dates below are for example only)

- 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

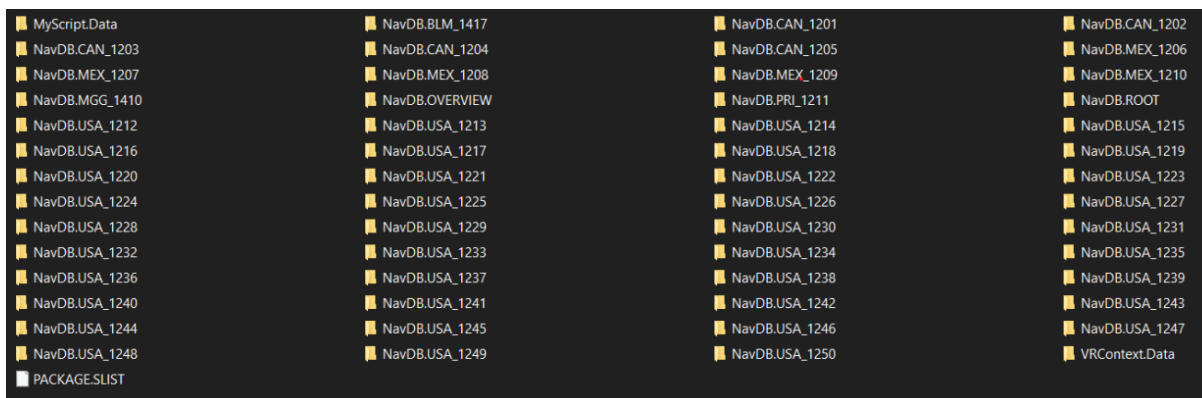
Select

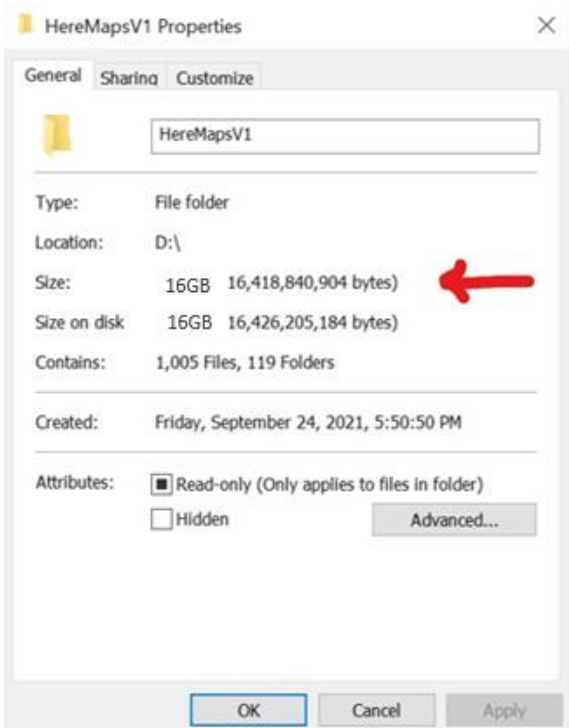


Confirm Map Update Files are Downloaded to your USB:

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

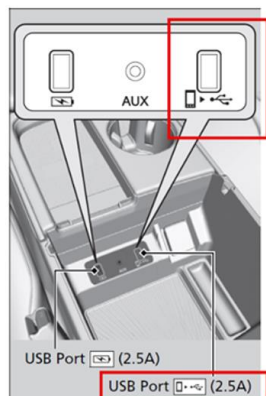




You are now ready to install the new map in your vehicle.

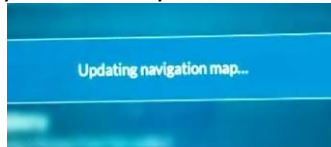
SECTION 4: INSTALLING THE MAP UPDATE FROM USB TO THE NAVIGATION SYSTEM

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

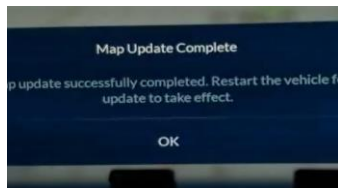


Only the port highlighted by the red box can be used for the map update installation

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.



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.



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