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HOW TO DOWNLOAD A MAP UPDATE

STEP 1

ENTER YOUR VIN

🕒 Time: **5 minutes**

📍 Location: **Your computer**

1. Go to <https://hondanavi.navigation.com> and enter your **Model** and **Year**
2. Enter your **VIN** on the MapCare™ VIN Entry page
3. Click **Continue** to go to the MapCare™ Download page

STEP 2

INSTALL HERE MAP DOWNLOADER TOOL

🕒 Time: **10 minutes**

📍 Location: **Your computer**

The **Map Downloader tool** is a **one-time installation** on your computer that manages the download of large map files and formats them correctly on your USB flash drive, so your vehicle can read and install the update.

To install, click on the “**HERE Map Downloader**” link on the MapCare Page. Make sure the tool saves directly to your computer and not your USB flash drive.

Note: Please download and install [HERE Map Downloader](#) before downloading the map.

Note: Installation of the HERE Map Downloader requires computer administrator privileges.

The steps to open the Map Downloader tool vary by computer:

1. After downloading the HERE Map Downloader tool, the file typically appears in one of these places:
 - Your Downloads folder
 - The bottom bar of your web browser
 - A pop-up asking whether to open or run the file
 - If you don't see it immediately, open your **Downloads** folder and look for a file named similar to:
 - (Windows) HERE_Map_Downloader.exe
 - (macOS) HERE_Map_Downloader.dmg

2. Start the installation

- Depending on your computer's settings, one of the following may happen:
 - The installer opens automatically
 - You may need to double-click the file to start it
 - Your computer may ask whether you want to Run, Open or Allow the file
- Choose **Run** or **Open** to continue
 - If you are asked to "allow website to open a program on your computer," click **Allow**

Tip: If the program isn't opening correctly, try a different internet browser.

STEP 3

DOWNLOAD MAP UPDATE

 Time: **Varies per internet and USB drive speed; may take several hours**

 Location: **Your computer**

1. Click the blue **Download** button to open the downloader tool and start the download of the latest map update

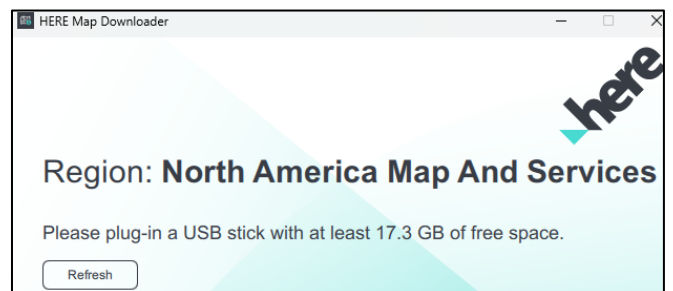


Note: If you see price information instead of the Download button, then your subscription needs to be renewed.

2. **DO NOT** insert your USB flash drive into your computer until prompted, then click **Select**

- The first screen indicates the data size that will be on the USB after the download has completed (17.3 GB is just an example) **Take a note of the size so you can confirm this later on your USB if needed**

3. You can monitor your progress or leave your computer until it's finished. Do not turn off your computer or remove your USB flash drive until the **download is complete**.

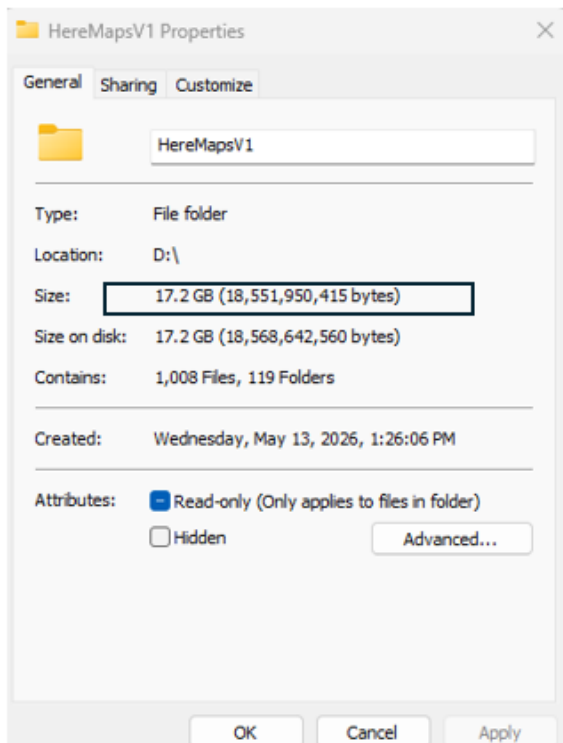


HOW TO CONFIRM MAP UPDATE FILES ARE CORRECTLY DOWNLOADED

- After your map Download is complete, open the drive on your computer that the USB flash drive is plugged into (you may need to first safely eject the USB drive then plug it back into the computer to get it to display)
- Check two different things as detailed below. If either of these items looks incorrect, we recommend deleting all files on the USB flash drive and starting the download over again

1. Check the Size of USB Flash Drive:

- Right click on the USB Drive, and select **Properties**
- Check that the size of data on the USB is similar to what was indicated in the Download Tool in Step 3 above. Click OK
 - *map size will change (typically increase) with each new database version



The size of your downloaded map file should be close to the size indicated in the Downloader Tool when you initiated the update



2. Check the Contents of the USB flash drive:

- On your USB flash drive – you should see a 'HereMaps' folder
- Click the 'HereMaps' folder and you should see folders as pictured below:
- Safely eject your USB flash drive from your computer

Note: If you have plugged the USB flash into your vehicle USB port prior to checking the files – you may see two new folders added to the USB: 'Android' and 'LOST.DIR.' This is normal. Acura's infotainment system runs on an Android-based OS, and the system may automatically create the folders 'Android' and 'LOST.DIR.'

