

For guide that includes Spanish & French and info on how to start a Wi-Fi update— visit [FAQ link](#)

## Map Update Full Installation Process for USB download:

### Honda Satellite-Linked Navigation System™

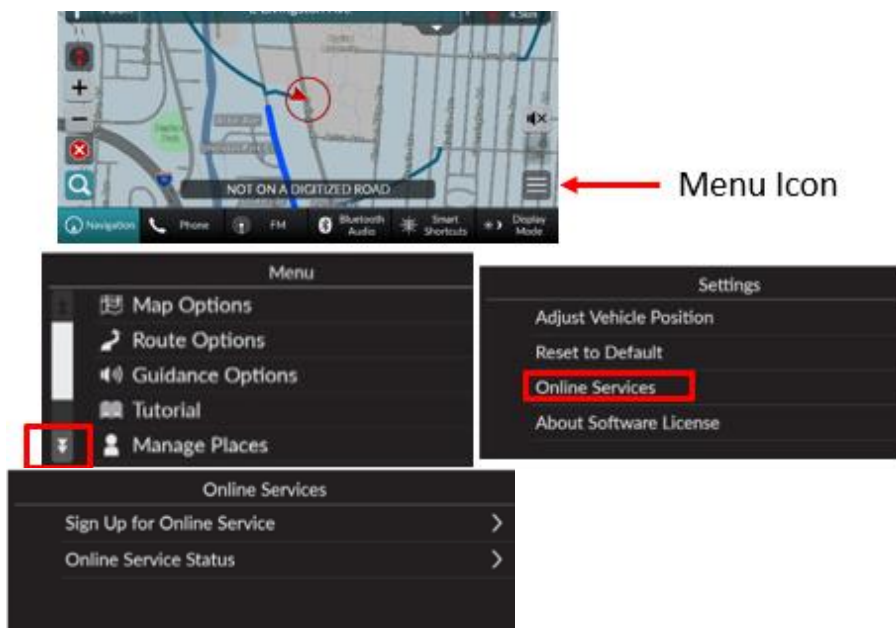
#### What you will need to download a map update:

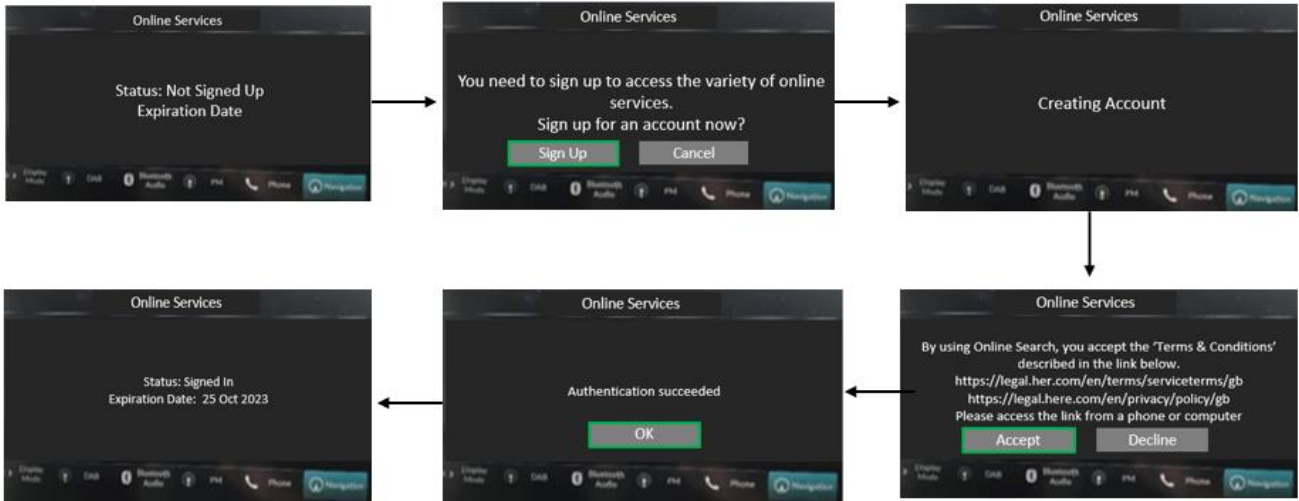
1. VIN Number
2. Online Services must be turned on (you must be signed up)
3. Computer or Laptop connected to internet
  - a. Map Downloads require a Windows computer (running Windows 10 or higher) or MAC computer (running macOS 12 or higher) **Phones/Tablets/Chromebooks can't be used**
4. Blank 32GB 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: TURNING ON /SIGN-UP FOR ONLINE SERVICES & WIFI:

Online Services must be turned on (you must be signed up) before a map update can be accessed:

- Press 'Navigation' at bottom of your system screen. Press the Menu Icon (square icon with 3 lines)
- In the Menu screen, scroll down to 'Settings'
- Select 'Online Services'
- Select 'Online Service Status'.
  - If the Status says: 'Signed in' – then you can move on to Section 2 of this guide
  - If the Status says 'Not Signed up' – then follow the steps on screen to Sign up (similar to below). Your system must be connected to wifi/hotspot to do this:



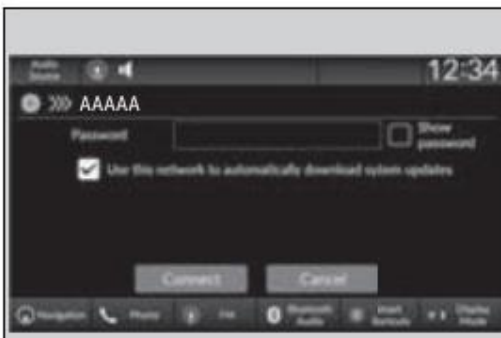


**How to connect the vehicle's system to the internet:** (for more detailed info, see your vehicle owner's manual. Wi-Fi, Hotspot or phone tethering charges may apply)

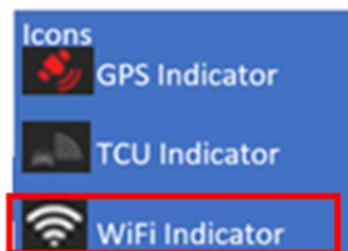
### Connect the Vehicle to a Wi-Fi Hotspot



1. Press the button.
2. Select **General Settings**.
3. Select **Connections**.
4. Select **Wi-Fi**.
5. Select **OK**.
6. Select an access point from the network list.
  - ▶ To connect to a hotspot that is not automatically detected, select **Options** then **Add Network**.
7. Enter the password.
  - ▶ If you check the **Use this network to automatically download system updates** box, you can set the network to be used for system updates.
    - ▶ **System Updates P. 293**
8. Select **Connect**.



This is the **ONLY** symbol that indicates WiFi is connected. It must be showing to sign-in for Connected Services. →



(the TCU indicator is NOT WiFi)

## SECTION 2: FORMATTING USB STICK/FLASH DRIVE

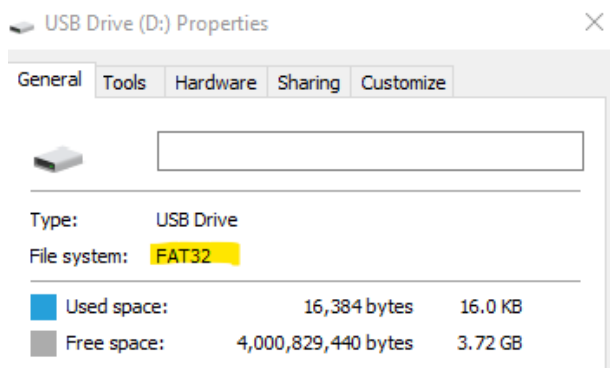
It is recommended that you use a blank USB with the following specifications:

- **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)
- USB must be formatted to FAT32
- Recommendation for USB's that are known to work well: SanDisk (2.0 and 3.0) and Micro Center (3.0) USB. 32 GB

### 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.

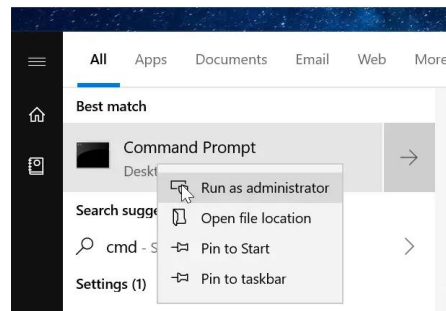
**WARNING** Formatting a USB will delete all data on the USB. Please backup the data to a different location.

#### 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.

A screenshot of an Administrator Command Prompt window. The title bar reads 'Administrator: Command Prompt - Format /FS:FAT32 F:'. The window content shows the following text:

```
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.

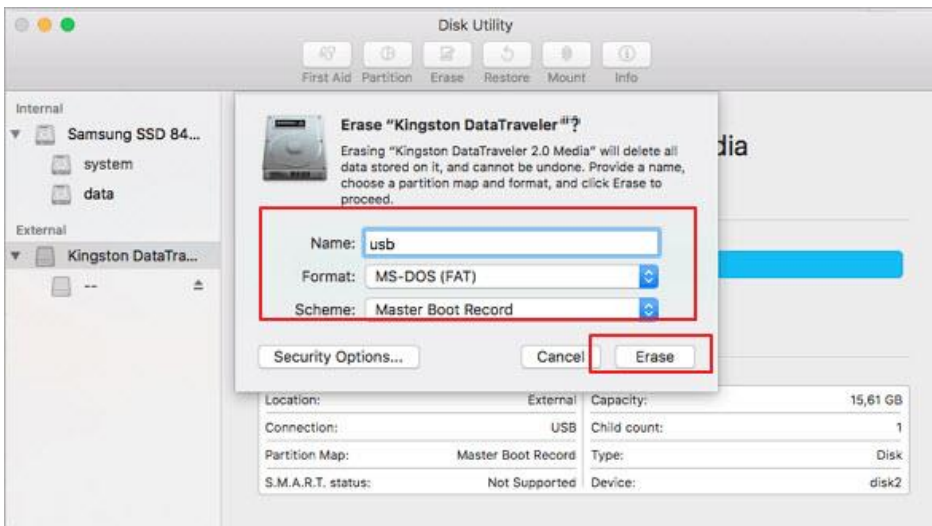
## How to prepare the USB for MacOS:

### 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**



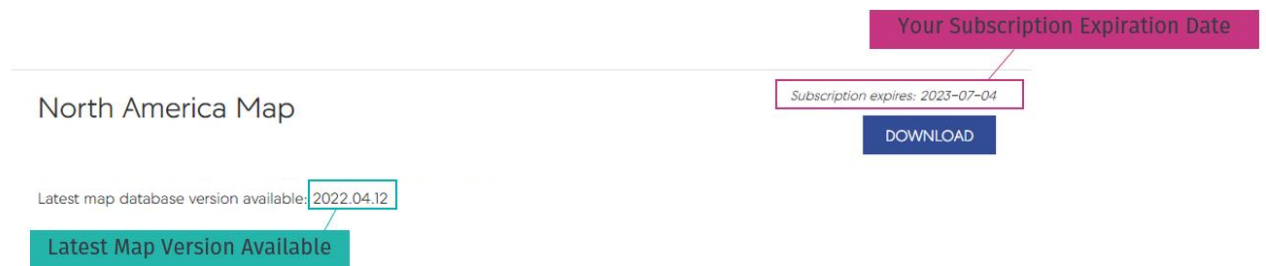
6. Once the process is done, the USB drive will be ready to reuse with FAT32 file system to save data

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

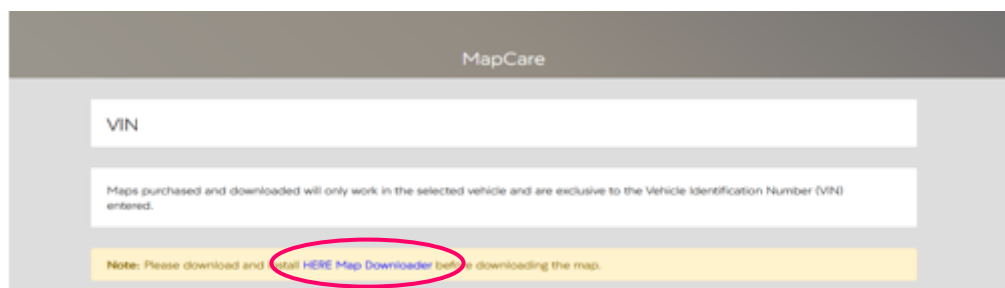
1. Go to: <https://hondanavi.navigation.com/> Enter your Model and Model Year. You will be directed to the MapCare VIN Entry page
2. Enter your VIN (If the error message 'We are unable to find the VIN provided. Please check the VIN and try again or contact us' – then please refer to Section 1 above)
3. 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/check the 'Terms of Use' box.
4. 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 Database Version you entered is more current than the one available for download."

The Database Version you entered is more current than the map update available for download. Please check back soon for a new map update.

5. 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'



6. 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**



7. Depending on your Internet Browser either
  - 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'
      - If you are asked to 'allow website to open a program on your computer', click 'Allow'
      - If the program isn't opening correctly, try a different internet browser

8. 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
9. Insert your blank USB stick into your computer's USB port only when directed
10. Select the USB drive to start the download status
11. 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 (19.0 GB in example below)

## Region: North America Map

Please select a USB stick with at least **19.0 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 57 of 1034 8%

3.7%

5 h 22 min remaining

Please do not remove the USB stick while the download is in progress.

## Region: North America Map

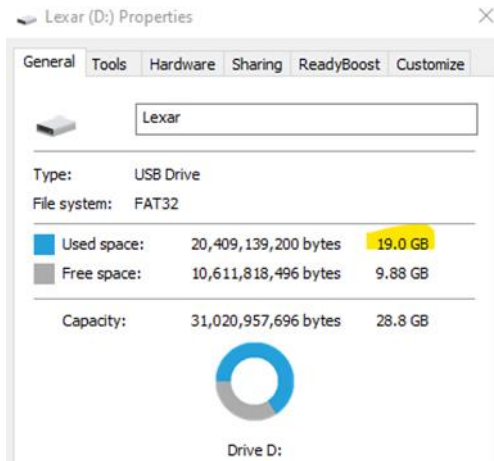
### Download Complete

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

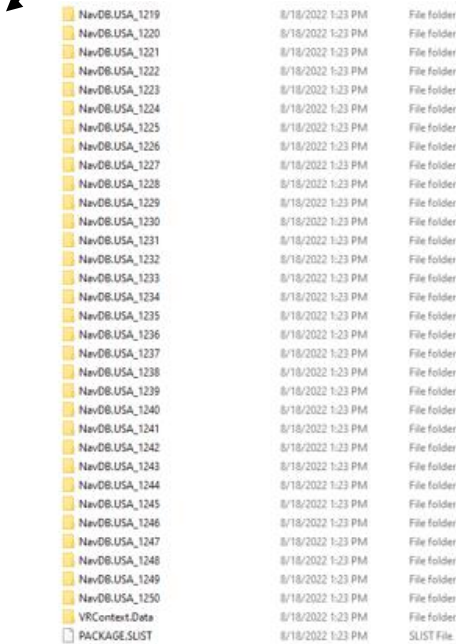
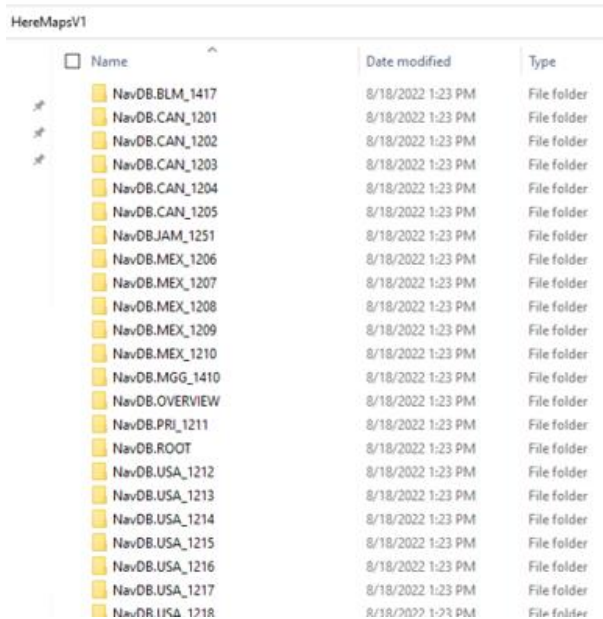
## Confirm Map Update Files are Downloaded to your USB:

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 19GB (or the size that 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



Make sure the 'Map Downloader' tool/folder is NOT saved to the USB



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 so the engine is running
2. While the vehicle is in Park, plug the USB stick/flash drive containing the map download files into the 'DATA USB port' of your vehicle system:
  - a. 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 Data charging port should have a smartphone logo on it.
  - b. The VIN of the vehicle must match the VIN you used to get the map update download
3. While in the 'Navigation' screen, tap the Menu Icon.
  - a. In the 'Menu,' scroll down to 'Map Update'
  - b. Follow screens shown below(The USB should be flashing if it is communicating with the vehicle getting ready for data transfer)
4. The map will download for approximately 40 minutes. A notification will show the 'Map update is complete'.
  - a. You can drive the vehicle while map update is in process, but you can't use the navigation functions or turn off the engine

