



## Map Download Guide

THE INSTRUCTIONS BELOW WILL SHOW YOU HOW TO  
DOWNLOAD AND INSTALL THE NEW MAP ONTO A MEDIA

### REQUIREMENTS:

- Windows 7 PC or newer with at least 30 GB of free space (mobile smartphone devices and iOS systems are not compatible for downloading software)
- Media Needed:
  - For vehicles with SD card Slot: Use the vehicle SD card (new map will overwrite current map). For some models, a Class 10 aftermarket 32 GB SD card is required.
    - *NOTE: PLEASE CHECK YOUR PC HAS A SD CARD SLOT*
  - For vehicles with no SD card Slot: A personal 64 GB USB (or larger)
- Internet connection (download time will vary based on download speed)

*This update applies specifically to  
embedded navigation-equipped  
models for North America.*

## STEP 1 ►

Select the correct location of vehicle purchase. Choose your model year and model and then press search.

Where did you buy your vehicle?	USA	CANADA
	<a href="#">Don't See Your Region? Visit The Global Site</a>	
Model Year	2020	
Model	Please Select....	
SEARCH		

## STEP 2 ►

Choose the Download option, enter your VIN (vehicle identification number) and Add to Cart.

*Note: Download option is limited to certain new models.*

☐ CAD\$30 for media (SD/USB) + Shipping

OR DOWNLOAD IT FOR FREE

☒ Free Download Order *Requirements*

Enter VIN \*

ADD TO CART

## STEP 3 ►

Enter your information and click on 'Update'. Then 'Place Order'

*Note: Download orders are free of charge*

Payment

No Payment Information Required

First Name \*

Last Name \*

Company

Street Address \*

City \*

State/Province \*

Zip/Postal Code \*

Country \*

Phone Number \*

[Cancel](#) [Update](#)

[PLACE ORDER](#)

No Payment Information Required

John Smith  
1234 Industry Road  
Toronto, L1S 2C8

9999999999  
[Edit](#)

[PLACE ORDER](#)

## STEP 4 ►

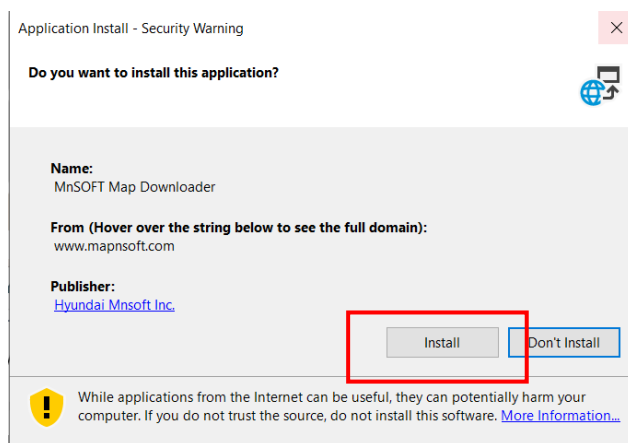
Click “Setup.exe” if you are ready to download the map. This is the program used to download and install the map. If not, you can find the tool under ‘Account’ and “My Orders’ at another time. Note: You will use the Order Number to log into the tool.

Note: Download requires Windows 7 PC or newer with at least 30 GB of free space (mobile smartphone devices and iOS systems are not compatible for downloading software)



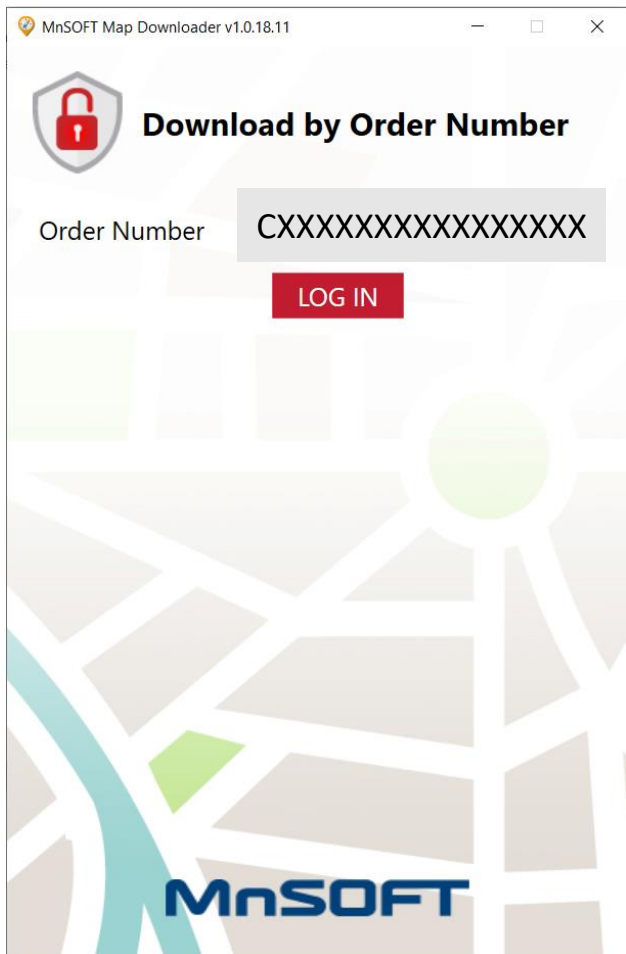
## STEP 5 ►

Double-click on the file to open it and click INSTALL when prompted



## STEP 6 ►

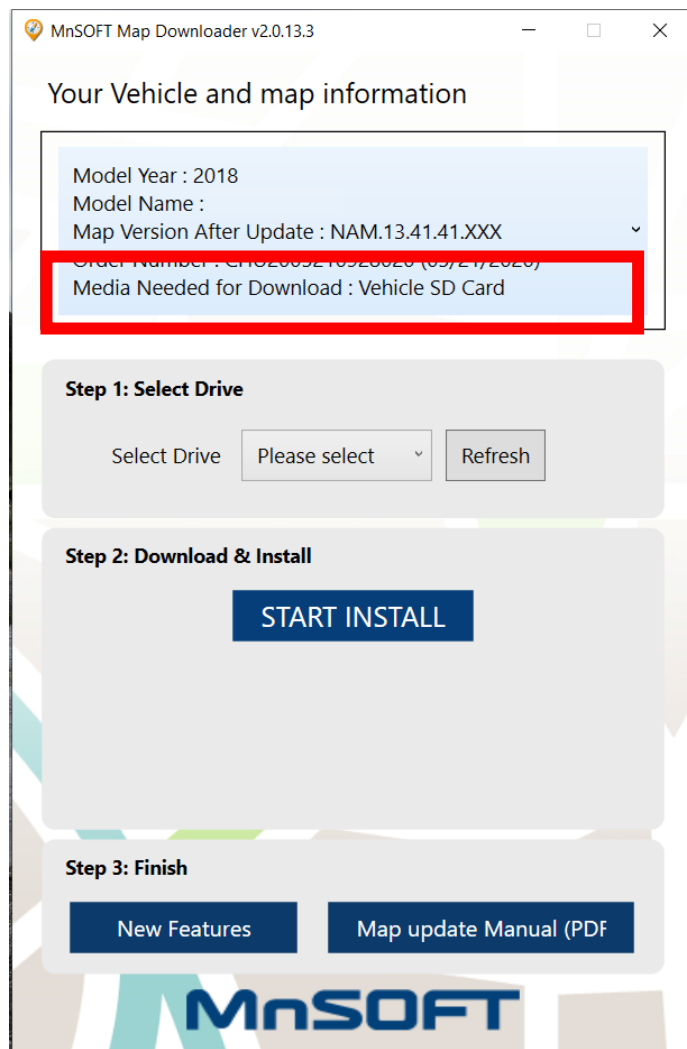
The Map Downloader tool will pop up. Enter in your order number (starts with “C” or “D”) and log in. Your order number can also be found by going to ‘Account’ and ‘My Order’.



## STEP 7 ►

After your model appears, insert the appropriate type of media requested. It is listed under ‘Media Needed for Download’.

- Vehicle SD Card (found in your vehicle SD card slot)
- Personal 32 GB SD Card (please purchase separately)
  - *Why it is required? The original SD card for this vehicle was 16GB. The new update requires more memory.*
- Personal 64 GB USB (please purchase separately)



## STEP 8 ►

After inserting media, press Refresh.

MnSOFT Map Downloader v2.0.13.3

Your Vehicle and map information

Model Year : 2018  
Model Name :  
Map Version After Update : NAM.13.41.41.XXX  
Order Number  
Media Needed for Download : Vehicle SD Card

Step 1: Select Drive

Select Drive Please select Refresh

Step 2: Download & Install

START INSTALL

Step 3: Finish

New Features Map update Manual (PDF)

MnSOFT

## STEP 9 ►

Choose the drive the media was inserted to save the file. Then press START INSTALL.

MnSOFT Map Downloader v2.0.13.3

Your Vehicle and map information

Model Year : 2018  
Model Name :  
Map Version After Update : NAM.13.41.41.XXX  
Order Number :  
Media Needed for Download : Vehicle SD Card

Step 1: Select Drive

Select Drive E:\ Refresh

Step 2: Download & Install

START INSTALL

Step 3: Finish

New Features Map update Manual (PDF)

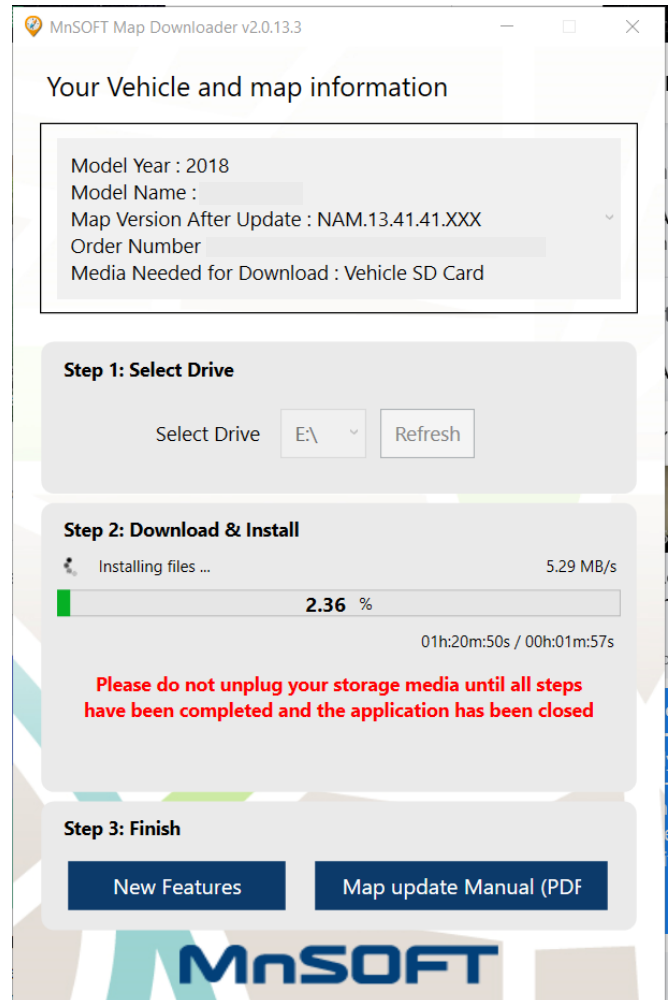
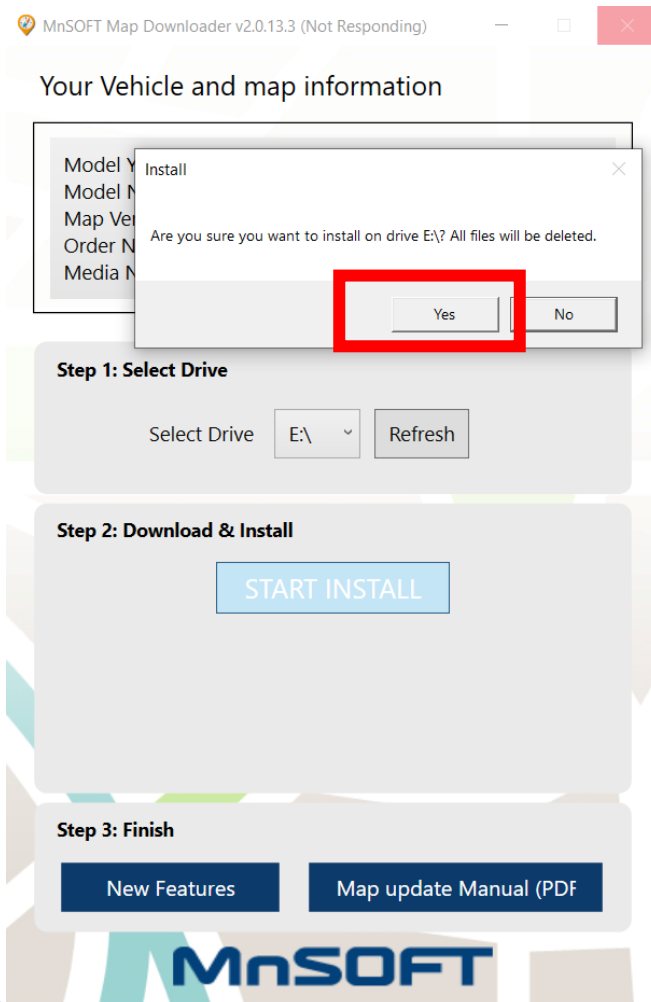
MnSOFT

## STEP 10 ►

You will be asked to confirm formatting the drive. Click Yes to continue.

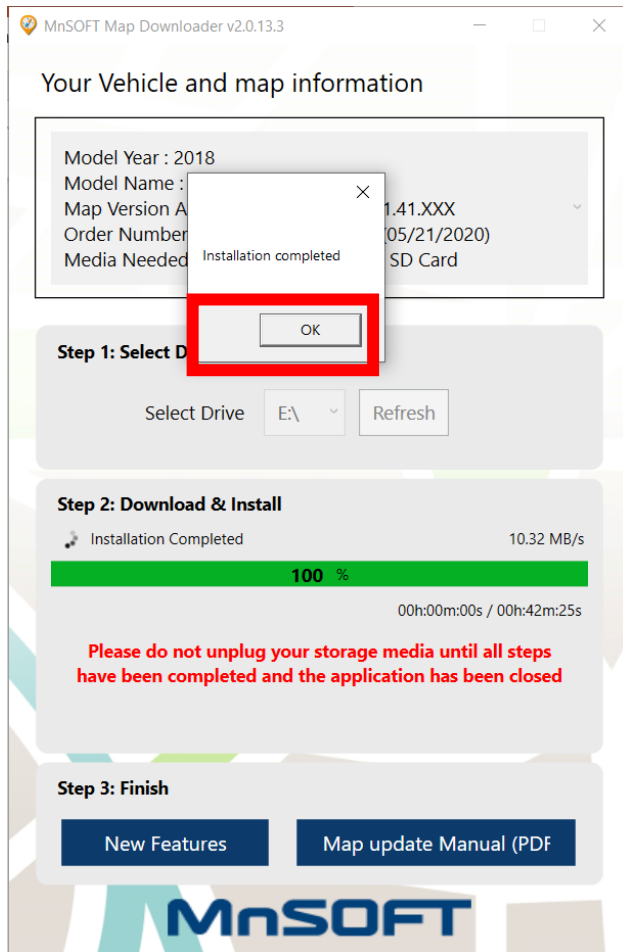
## STEP 11 ►

The download process will start. Files will be downloaded onto your PC. Then unzipped and transferred to your media automatically. Download speeds vary based on personal PC environment.



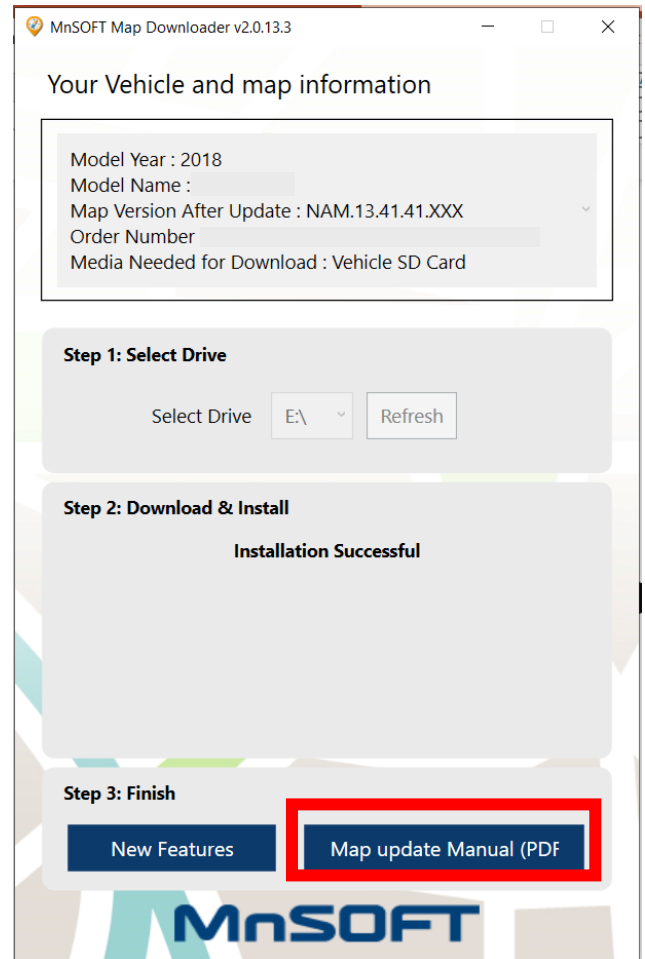
## STEP 12 ►

Your download and installation is now complete. Press OK



## STEP 13 ►

Eject the media and follow the vehicle installation instructions from the Map Update Manual.





# Troubleshooting FAQ

If any of these error codes appear, please follow the below directions:

## **DURING DOWNLOAD PROCESS**

### **Unable to connect to the specified hosts**

- Temporarily disable your security software and/or network firewall and try downloading again. Alternatively, you can download from a different computer.

### **The process cannot access the file because it is being used by another process**

- Restart your computer and turn off all other applications and try downloading again.

### **The file or order number does not exist**

- Confirm that you have typed in the correct order number and try again.
- Agents can confirm whether the order placed is a download or shipping order.

## **DURING VEHICLE INSTALLATION PROCESS**

### **Incompatible software**

- The wrong software was chosen, or update has not been performed. Go to system info page and press 'update'.

**Questions?**

[www.mapnsoft.com](http://www.mapnsoft.com) → FAQs → CONTACT