



SUBARU

Confidence in Motion

MAP UPDATE PROGRAM



The basic MapCare term is 36 months and entitles every qualified Subaru End-User to download 3 Map Update Products. An additional 2 months is added to the term to support a 60 day “grace period” which will allow Subaru End-Users to download a 4th Map Update Product if a more current map is available when they purchase their vehicle. Within this bulletin, you will find instructions pertaining to:

1. Subaru Canada Map Update Program - Email Reminder Registration
2. Subaru Canada Map Update Website

REQUIRED

- Vehicle’s original micro SD card
- Computer
- Internet connection
- Micro SD card port or adaptor

ELIGIBLE

- 16MY:
- Impreza
- 16MY & 17MY**
- Crosstrek
- Forester
- WRX / WRX STI
- Legacy
- Outback

EXCLUDED

- 17MY:
- Impreza
- 16MY & 17MY**
- BRZ

ELIGIBLE	EXCLUDED
16MY:	17MY:
Impreza	Impreza
16MY & 17MY	16MY & 17MY
Crosstrek	BRZ
Forester	
WRX / WRX STI	
Legacy	
Outback	

1. REGISTER FOR MAP UPDATE REMINDERS

• The Subaru Canada Map Update program email registration page is intended only for those customers who have purchased a 2016 model year or 2017 model year Subaru vehicle with navigation (excluding 17MY Impreza and 16MY & 17MY BRZ). Customers who opt-in will receive email notifications whenever a new map is available for their vehicle. Although the website is owned and run by HERE North America LLC, Subaru Canada's navigation map provider, it is fully CASL (Canadian Anti-Spam Legislation) compliant. Customers will need to opt-in to the service, and it is advisable that they fully read the "Service Terms" & "Privacy Policy". Any data entered will **not** be used for any other reason other than for map update program.

INSTRUCTIONS:

STEP 1

Go to: www.navigation.com/is-bin/intershop.static/WFS/Navteq-Site/Navteq/en_US/Subaru/registration.html

• Or select the link outlined by the yellow box in section 1

here.'"/>

STEP 2

Complete all mandatory fields within the form and select "REGISTER"

Subaru Map Update Program - Email Reminder Registration

Complete the form below and click "Register" to sign up to receive email reminders for your annual map updates.

[Français](#)

* Model: Impreza

* Year: 2016

* First Name: Bob

* Last Name: Bob

* Email Address: bob@Subaru.ca

* Country: Canada

* Province: Ontario

* Preferred language: English

* Purchase Month: January

* Purchase Year: 2016

By clicking submit, you agree to the [Service Terms](#) and [Privacy Policy](#).

REGISTER

STEP 3

A confirmation page will then appear. Press "CONTINUE"

Subaru Map Update Program - Email Reminder Registration

Complete the form below and click "Register" to sign up to receive email reminders for your annual map updates.

Thank you for Signing Up!
You'll hear from us soon.

Your registration for email reminders has been confirmed. We will email you when a new map update is ready for you to download.

CONTINUE

STEP 4

You will then receive a confirmation email. Please select the link provided

Hello Bob,

Thank you for subscribing to Subaru MapCare Program.

Please verify your email address by clicking on the below link:
https://e.here.com/pub/sf/FormLink?_ri=X0Gzc2X%3DYOpglljHJIYQGlcipzedWzT4fP5OgzcIPzaRNKbe3PdwYzdD101btmzarfbj4jzfpnw126zcVXM0X%3DYOpglljHJIYQGzbeosvFW2fzrP5SrNzdpKaRUPNlza9pD6tfgvak8wwP9uLgABlIzazaW9IR&ei=EolaGGGF4SNMvxFF7KucKuWVxyZ

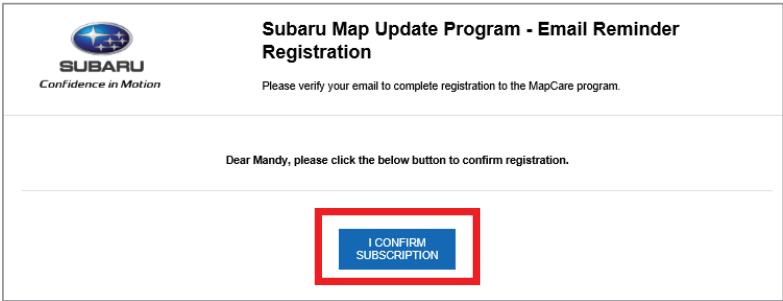
You would hence confirm that your email address is correct and we will be able to send you communications about your Subaru map content. If the link doesn't work, please copy and paste it into your browser's address bar.
Thank you again for your interest with Subaru.

© 2016 HERE - All rights reserved.

STEP 5

The link will then open a browser. Please click the button outlined to the right to confirm your subscription

You will now receive an email notification whenever a new map is available for download



2. SUBARU CANADA MAP UPDATE WEBSITE

- A new landing page has been created for all Subaru Map Update customers from North America and Europe. It will allow customers to select their model and model year (2012 model year to 2017 model year with navigation) to see if a map update is available. The following customers eligible for the Subaru Canada Map Update program:

ELIGIBLE	EXCLUDED
16MY: Impreza	17MY: Impreza
16MY & 17MY	16MY & 17MY
Crosstrek	BRZ
Forester	
WRX / WRX STI	
Legacy	
Outback	

Single map updates are also available for purchase through the Toolbox for 15MY or older vehicles, and 17MY Impreza has a different map supplier and will have a separate Map Update Program

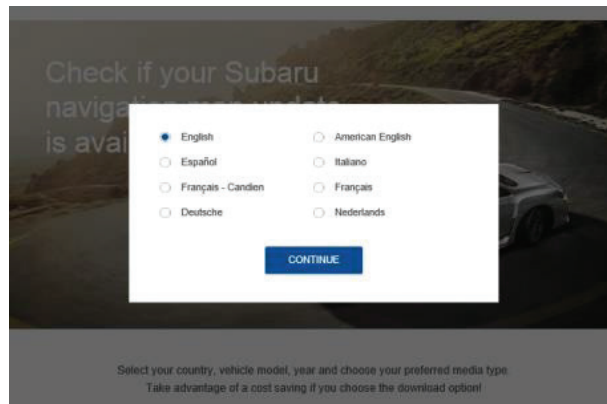
INSTRUCTIONS:

STEP 1

Go to: www.subarumapupdates.com

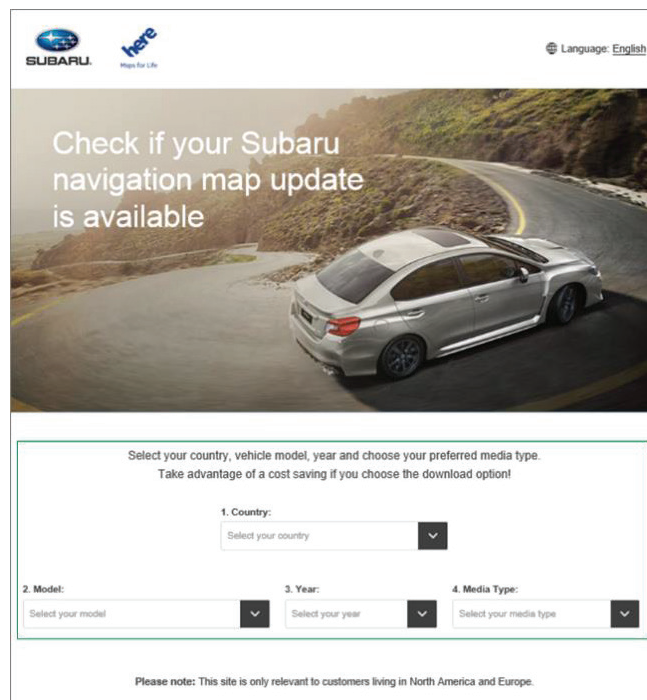
STEP 2

Select your language preference



STEP 3

Select country of origin (country where the vehicle was sold), model, year (model year of your vehicle) and media type information in the sections outlined by the green box to the right

A screenshot of the Subaru website's navigation map update page. The page features the Subaru and Here logos at the top left, and a language selector set to 'English' at the top right. The main heading reads 'Check if your Subaru navigation map update is available'. Below this is a green-bordered form with the following fields: '1. Country:' with a dropdown menu labeled 'Select your country'; '2. Model:' with a dropdown menu labeled 'Select your model'; '3. Year:' with a dropdown menu labeled 'Select your year'; and '4. Media Type:' with a dropdown menu labeled 'Select your media type'. At the bottom of the form, there is a note: 'Please note: This site is only relevant to customers living in North America and Europe.'

STEP 4

Once selections have been made a message will appear asking you to download the Subaru Toolbox. The Toolbox is the application used for updating your car's micro SD card with the latest map update. Please note only 2016 model year and 2017 model year Subaru vehicles with navigation (excluding BRZ and 17MY Impreza) are included in the Subaru Map Update program.

Check if your Subaru navigation map update is available

Select your country, vehicle model, year and choose your preferred media type. Take advantage of a cost saving if you choose the download option!

1. Country: Canada

2. Model: Crosstrek

3. Year: 2016

4. Media Type: Mapcare

Please download the toolbox below in order to start your map update process

DOWNLOAD FOR PC DOWNLOAD FOR MAC

Supported platforms
Windows 7, 8 and 10
Apple OS X 10.8 or later

To be reminded when your free map update is available, be sure to register your details with us [here](#).

STEP 5

Download the Subaru Toolbox for either Windows or Apple's IOS, depending on your computer's operating system

STEP 6

Select "Save" when the download toolbox appears



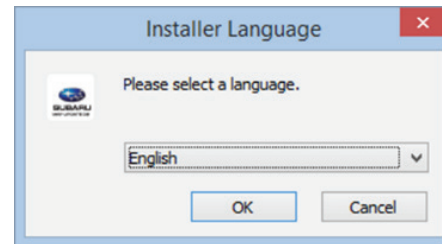
STEP 7

Once the download is completed, select "Run" to continue the installation process



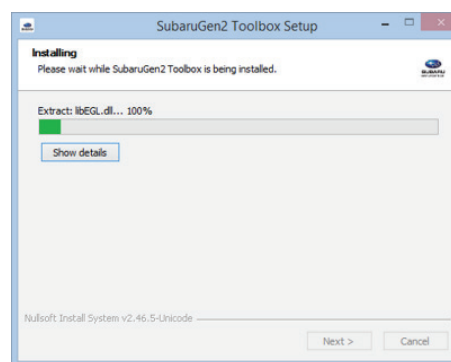
STEP 8

A pop-up window will appear.
Select your language preference
and select "OK"



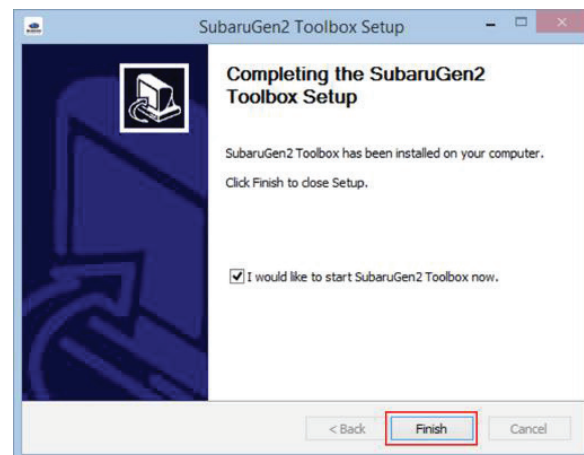
STEP 9

The Toolbox will then continue to install



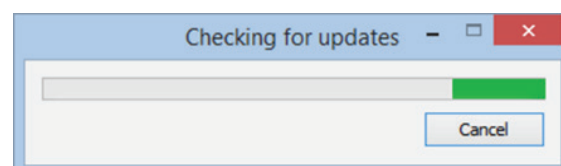
STEP 10

When the window to the right appears,
select "Finish" to complete installation



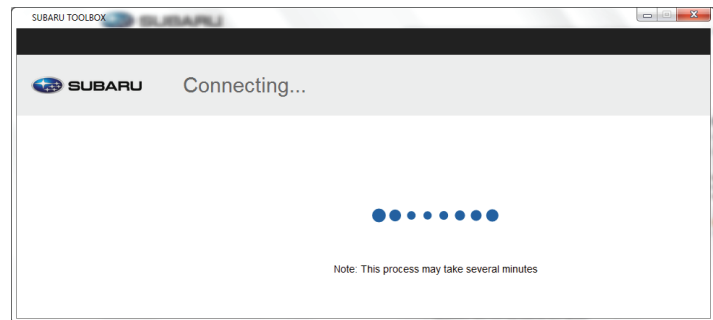
STEP 11

The Toolbox will then check for updates



STEP 12

The Subaru Map Update Gen2 Toolbox will then appear

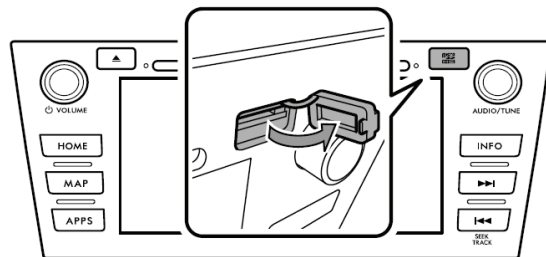


STEP 13

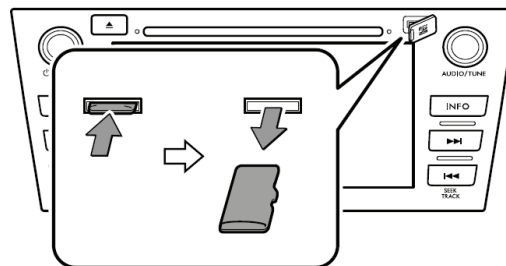
Remove the micro SD card from your car navigation system. To do so, make sure:

- The ignition switch is set to the "OFF" position

- Open the SD card slot cover



- Remove the SD card

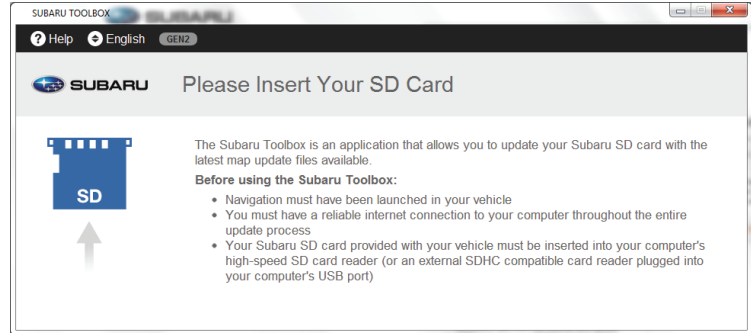


- Press in the SD card until you hear it "click", let go of the card, and then pull it straight out

- Close the SD card slot cover

STEP 14

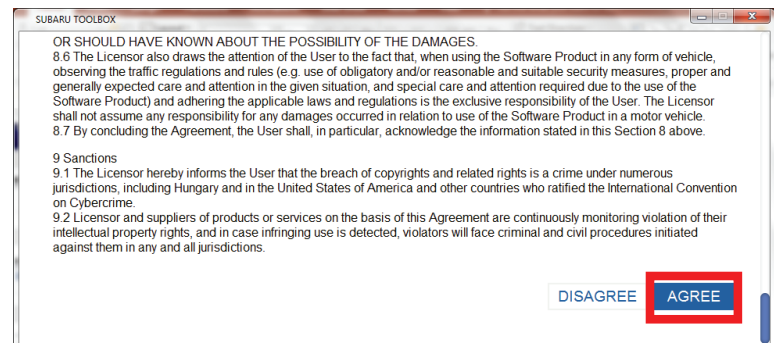
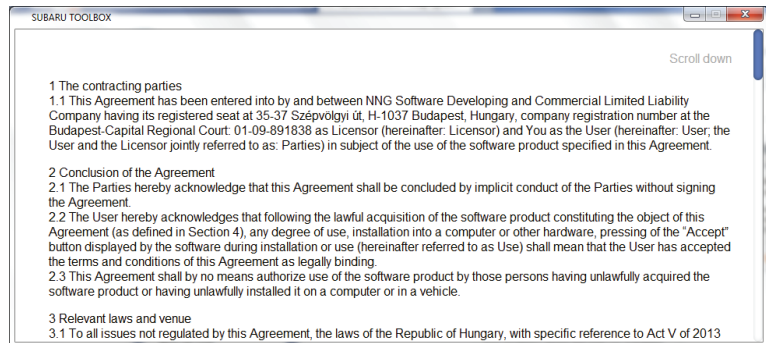
Then insert your micro SD card into your computer. This may require an adaptor



STEP 15

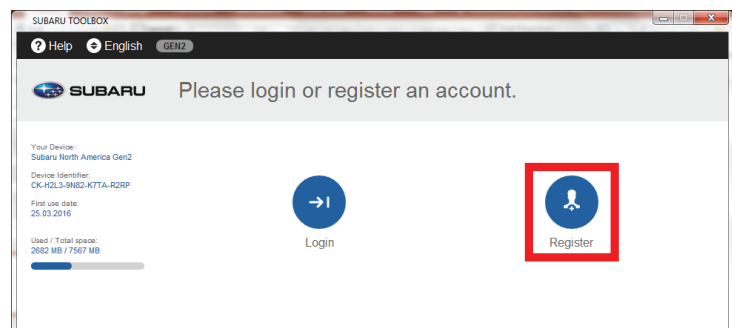
Review the "Terms & Conditions", which must be agreed upon in order to proceed

- Once complete, select "Agree"



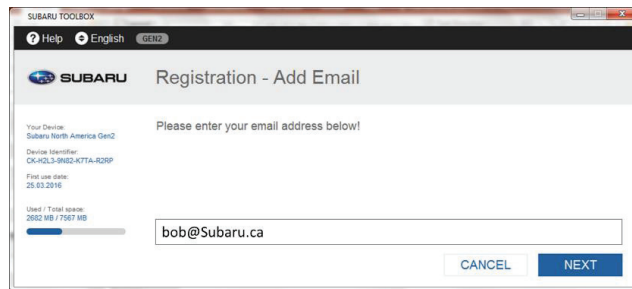
STEP 16

Select register to create an account



STEP 17

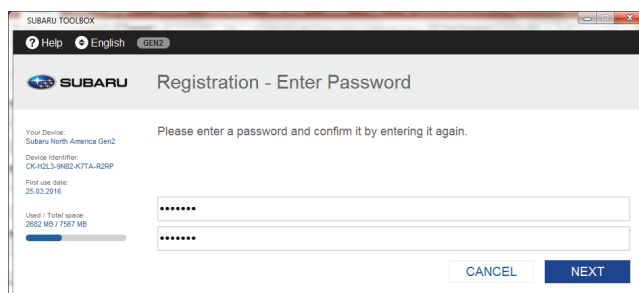
Enter your email address and select "NEXT"



The screenshot shows the 'SUBARU TOOLBOX' window with the title 'Registration - Add Email'. On the left, it displays device information: 'Your Device: Subaru North America Gen2', 'Device Identifier: OK-H2L3-9N02-K77A-R28P', and 'First use date: 25.03.2016'. Below this is a progress bar for 'Used / Total space: 2682 MB / 7567 MB'. The main area contains the instruction 'Please enter your email address below!' and a text input field containing 'bob@Subaru.ca'. At the bottom right, there are 'CANCEL' and 'NEXT' buttons.

STEP 18

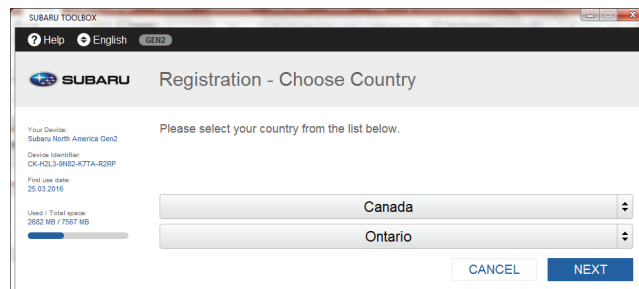
Enter a password, and select "NEXT"



The screenshot shows the 'SUBARU TOOLBOX' window with the title 'Registration - Enter Password'. It displays the same device information as the previous step. The main area contains the instruction 'Please enter a password and confirm it by entering it again.' and two password input fields, each with a masked password of six dots. At the bottom right, there are 'CANCEL' and 'NEXT' buttons.

STEP 19

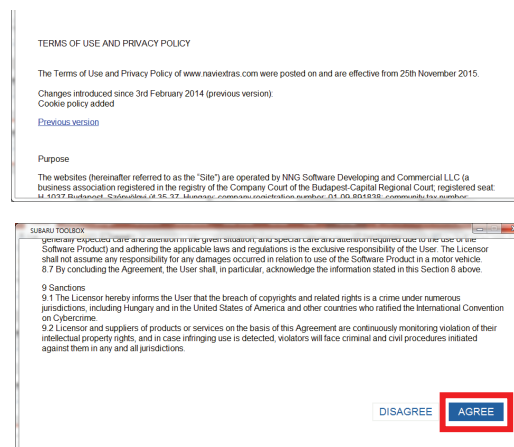
Choose your Country and Province, and select "NEXT"



The screenshot shows the 'SUBARU TOOLBOX' window with the title 'Registration - Choose Country'. It displays the same device information. The main area contains the instruction 'Please select your country from the list below.' and two dropdown menus. The first dropdown is set to 'Canada' and the second to 'Ontario'. At the bottom right, there are 'CANCEL' and 'NEXT' buttons.

STEP 20

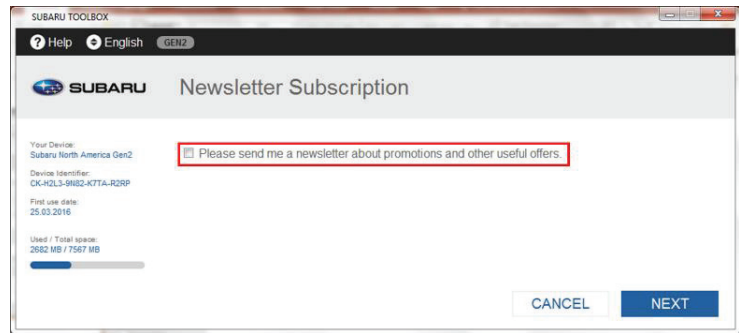
Review the "TERMS OF USE AND PRIVACY POLICY". Once complete, select "AGREE"



The screenshot shows a window titled 'TERMS OF USE AND PRIVACY POLICY'. The text includes: 'The Terms of Use and Privacy Policy of www.naviextras.com were posted on and are effective from 25th November 2015.', 'Changes introduced since 3rd February 2014 (previous version):', 'Cookie policy added', and a link for 'Previous version'. The 'Purpose' section states: 'The websites (hereinafter referred to as the "Site") are operated by NNG Software Developing and Commercial LLC (a business association registered in the registry of the Company Court of the Budapest-Capital Regional Court, registered seat: 14 1077 Budapest, Etelekútja 25. 37. 14. www.nng-software.com/office/office_03_00_801838_wwwonly.hu/office...'. Below this is a paragraph about user responsibility: 'The user is responsible for the safe and correct use of the Software Product and adhering to the applicable laws and regulations is the exclusive responsibility of the User. The Licensor shall not assume any responsibility for any damages occurred in relation to use of the Software Product in a motor vehicle. 8.7 By concluding the Agreement, the User shall, in particular, acknowledge the information stated in this Section 8 above.' This is followed by sections on 'Sanctions' and 'Licensor and suppliers of products or services'. At the bottom, there are 'DISAGREE' and 'AGREE' buttons, with the 'AGREE' button highlighted by a red box.

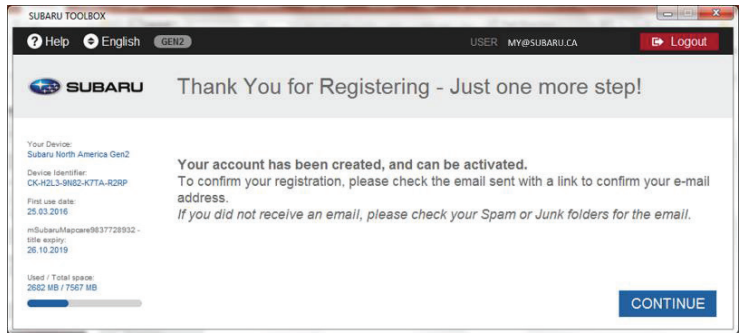
STEP 21

Then you can decide to opt-in for HERE's newsletter and promotions. If you do not check the box outlined below, you will not receive marketing offers from HERE.



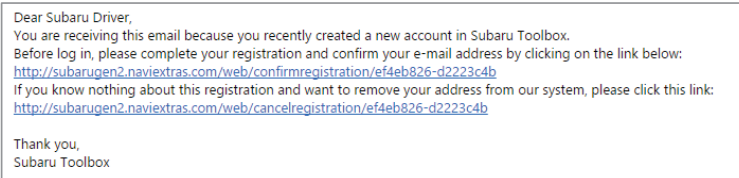
STEP 22

Registration is now almost complete. Select "CONTINUE" to proceed



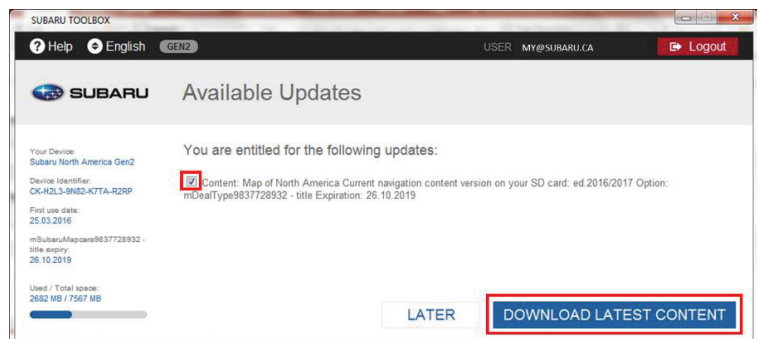
STEP 23

Check the email account provided to HERE and select the link provided. This confirms your participation and activates your account



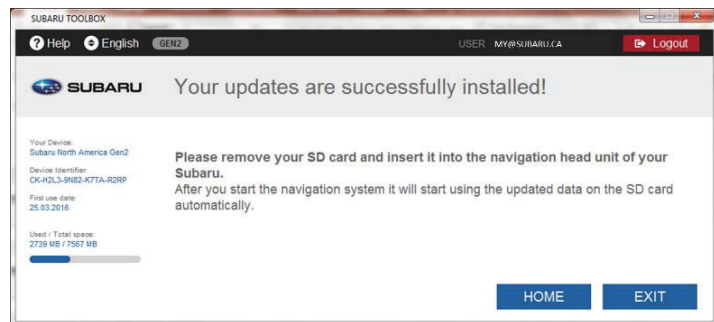
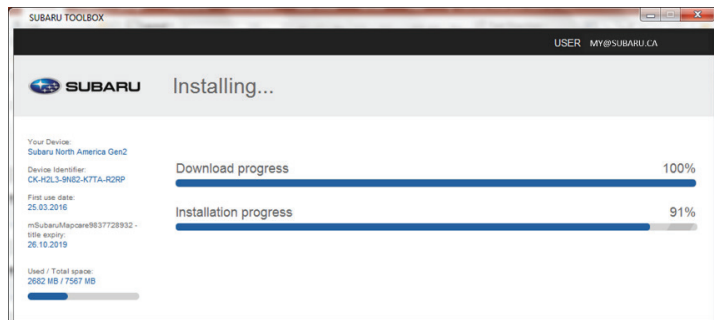
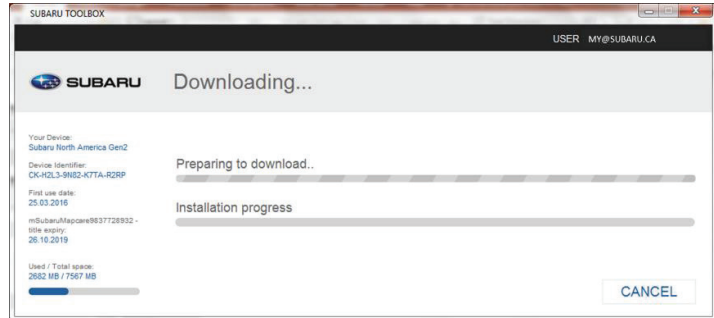
STEP 24

The Toolbox will now check for available new maps. If one is available, check the "Content" box and "Download" the latest content



STEP 25

The Toolbox will then download and install the map update



- The Map Update is now complete once you select "EXIT"

STEP 26

Remove the SD card from your computer and insert it into the navigation head unit of you Subaru. After you start the navigation system it will start using the updated data on the SD card automatically

Customers who are not eligible for a free map update will need to follow this process until Step 23, at which time payment for the update will be required

CUSTOMER SUPPORT

Model	Model Year						
	2012	2013	2014	2015	2016	2017	2018
Legacy	N/A	G1	G1	G2	G2 MC	G2 MC	G3 TT
Outback	N/A	G1	G1	G2	G2 MC	G2 MC	G3 TT
CrossTrek	N/A	G1	G1	G2	G2 MC	G2 MC	G3 TT
Impreza	G1	G1	G1	G2	G2 MC	G3 TT	G3 TT
Forester	G1	G1	G1	G1	G2 MC	G2 MC	G2 MC
WRX/STI	G1	G1	G1	G1	G2 MC	G2 MC	G2 MC
BRZ	N/A	G1	G1	G1	N/A	N/A	G3 TT

G1	1st Gen No MapCare	G2 MC	2nd Gen with MapCare
G2	2nd Gen No MapCare	G3 TT	Not Supported - TomTom

GEN 1

ADDITIONAL GEN 1 TOOLBOX INSTRUCTIONS:

<https://subaru-na.naviextras.com/shop/portal/p2howto-guide?guide=Toolbox>

SUPPORT CONTACTS FOR AFTERMARKET MAP UPDATES ONLY

To download products, please contact:
SubaruMapUpdates@here.com

For new SD Cards, please contact:
SubaruMapUpdates@here.com

FREQUENTLY ASKED QUESTIONS

1. Why did the toolbox say my SD card is too small for to purchase the download update option?

Older gen 1 SD cards are not large enough to download the latest map update. Additional roads, points of interest, and addresses have increased the file size. These customers must purchase a new SD card.

2. Why can't I find an address or point of interest on my map when my vehicle was recently purchased?

The map data and software goes through a rigorous testing process before being released. This can cause the data on the SD card to be up to 9 months old before it is released.

3. Can a Gen 1 head unit subscribe for the 3 year map update program?

Not at this time. We hope to offer this program for gen 1 head units by mid-2017.

GEN 2

ADDITIONAL GEN 2 TOOLBOX INSTRUCTIONS:

<https://subaru-na-mapupdate.naviextras.com/shop/portal/p2howto-guide?guide=Toolbox>

SUPPORT CONTACTS FOR AFTERMARKET MAP UPDATES ONLY

To download products, please contact:
Subaru-mapcare-support@nng.com

For new SD Cards, please contact:
SubaruMapUpdates@here.com

FREQUENTLY ASKED QUESTIONS

1. Why does the toolbox say there are no updates available when I have the free map update program?

Your Micro SD card has the most current data available. Your 1st update is ready 1 year from your purchase date.

2. What should I do if I do not have a Micro SD card reader on my computer?

SD card adaptors or external micro/SD card readers are available online and at any major electronics store.

3. Can I get a new Micro SD card for my free update?

No. The free map update program (MapCare) only includes free download updates.

4. What update options are there for 2015 Gen 2 head units without the 3 year map update program?

2015 model years with navigation are able to purchase single updates or a new 3 year map update subscription.