THE MAP UPDATE WEB PORTAL AND THE MAP CARE SERVICE

MAP UPDATING USER MANUAL

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At your service

MOPAR® MAP CARE

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1. WHAT ARE MAP UPDATE AND MAP CARE?

Promptly updating the maps of your navigation system ensures a safe, comfortable driving experience. This is why **Mopar**® offers you access to the **Map Update** web portal, accessible at the address **maps.mopar.eu**, to manage map updates and the **Mopar**® **Map Care** subscription service.

Mopar® **Map Care** is the subscription service for updating your navigation maps. If you purchased your vehicle with **Map Care** included, the updates are free for 3 years from the warranty start date, and can be renewed for a payment. If, for your vehicle, **Map Care** is available as an optional purchase, the updates are free for 3 years from the service activation date, and can be renewed for a payment. Log in to the **Map Update** portal, enter the VIN (Vehicle Identification Number) of your car and check whether the service is included or available as an optional purchase from your trusted dealer, who will arrange, if necessary, to have the radio software updated. With **Mopar**® **Map Care** you can update the maps up to 4 times a year (based on the model of your vehicle). Contact your trusted dealer for more information on the terms of purchase and renewal.

Mopar® **Map Care** is available for cars equipped with the most recent infotainment systems with navigation functions. Ask your dealer if your car is part of the **Mopar**® **Map Care** programme, or consult the **maps.mopar.eu** website in the FAQ section.

2. WHERE CAN I FIND THE UPDATES FOR THE MAPS OF MY NAVIGATION SYSTEM?

A. Access to the Map Update website

To update the maps of your navigation system, go to the maps.mopar.eu website.

Log in with the email address and password you usually use for the FCA websites.

If you haven't yet created an account for the FCA websites, register by clicking on the appropriate button

2. WHERE CAN I FIND THE UPDATES FOR THE MAPS OF MY NAVIGATION SYSTEM?

B. Registration on maps.mopar.eu

To register on the maps.mopar.eu website, follow these simple steps:

Select your country.

Enter your personal data, fill in all the required fields, click on the "Register" button and await the confirmation email that we'll send to the email address you've entered. Click on the activation link.

Complete the registration process by entering the VIN (chassis number) of your cars, which will enable us to identify the services available to you. The VIN can be found in the car documents (e.g. the vehicle registration document and the warranty certificate). Depending on the model of your car, the VIN is printed on the windscreen or on the front door threshold.

3. HOW DO I USE THE MAP UPDATE SITE AND THE MAP CARE SERVICE?

A. The maps.mopar.eu website

If your car's navigation system is compatible with **Mopar® Map Care**, the logo of the service will be present in the vehicle information section. Instead, if your car's navigation system is not compatible with **Mopar® Map Care**, you'll see the image of a map with a link.

For some models, the details of the maps available to download and those of the last downloaded map can be verified in the vehicle information. You can also find instructions on how to update the maps.

If your car's navigation system is compatible with **Mopar® Map Care**, and the service is active, you can download the updated maps and the licences, by clicking on the appropriate buttons, or by clicking on the button with the link to the partner website, where you can download the maps. If your car's navigation system is not compatible with **Mopar® Map Care**, you'll find the button with the link to the partner's website where the maps can be purchased and downloaded, or you'll be redirected to the online search tool for locating an authorised dealer.

Note for Jeep customers.
For MY20 vehicles, where provided, the **Mopar® Map Care** service is included for three years starting from the warranty start date. Maps can be updated by downloading them from the **maps.mopar.eu website**. Where not provided, starting from compatible MY18 vehicles, the service can be purchased from authorised dealers. Starting with the new MY21 vehicles, the **Map Care** service will be included for three years from the warranty start date. Depending on your navigation system, you can either download the maps directly from the website **maps.mopar.eu** by clicking on the "download licence" and "download map" buttons, use the FCA Toolbox software or download them directly at an authorised dealer. For more information, ask your dealer.
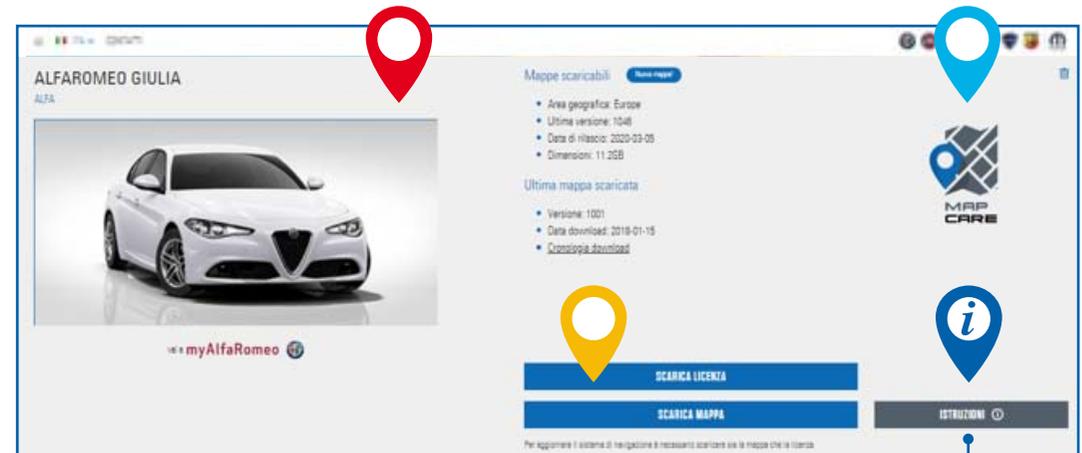
By clicking on the "instructions" button, you can consult and print the quick guide to updating.

3. HOW DO I USE THE MAP UPDATE WEBSITE AND THE MAP CARE SERVICE?

B. Navigation system map update without Map Care

If your car's navigation system is not compatible with **Mopar® Map Care**, but the maps can be updated, you'll see an image with a link icon.
In these cases, please remember that the commercial conditions will be those offered by the partner that supplies the maps.

You will be notified whether a dedicated website created in collaboration with a partner, is available for updating the maps or whether you'll need to locate an authorised workshop.

By clicking on the button **"Go to website"** you'll be directed to the dedicated map updating website or the online tool for locating an authorised workshop/dealer.

FIAT GRANDE PUNTO 3 PORTE
BIANCO BANCHISA

vai a **myFiat**

Update available in Workshops

A map update is available for your navigator in FCA authorised workshops. Go to the website and discover the closest workshops.

GO TO THE WEBSITE

3. HOW DO I USE THE MAP UPDATE WEBSITE AND THE MAP CARE SERVICE?

C. Licence and updated map downloads with Map Care

If your car's navigation system is compatible with **Mopar® Map Care**, and the service is active, download the file with the licence and the one with the map to your computer by clicking on the relative buttons.

Extract any compressed files using a file extraction program. If none are installed on your computer, you can download one from Internet (e.g. 7-Zip, WinZip or WinRAR).

Save the files, without creating dedicated folders, on an empty USB flash drive with a capacity of at least 32 GB.

Note: at the end of the process, we recommend waiting a few minutes before removing the USB flash drive from the PC.

ENG ▾   CONTACTS

ALFAROMEO GIULIA
ALFA

Map available   New map!

- Geographic area: Europe
- Latest version: 1046
- Release date: 2020-03-05
- Size: 11.2GB

Last downloaded map

- Version: 1041
- Download date: 2020-02-11
- Download history

MAP CARE

go to **myAlfaRomeo**

DOWNLOAD LICENCE

DOWNLOAD MAP

INFORMATION ⓘ

You must download both the map and the licence to update the navigation system.

ZIP

32 GB

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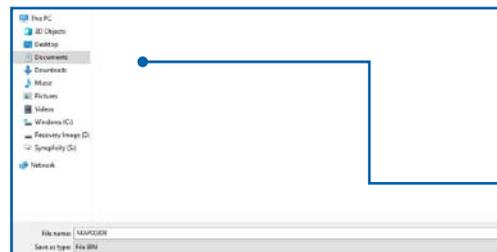
3. HOW DO I USE THE MAP UPDATE WEBSITE AND THE MAP CARE SERVICE?

D. FCA Toolbox software download with Map Care for Jeep customers

If the navigation system of your Jeep is compatible with **Mopar® Map Care**, and the service is active, click on the **"Go to website"** button which will connect you to the dedicated map updating website.

Follow the instructions to download and install the FCA Toolbox software on your computer.

Check that the FCA Toolbox software starts correctly and ensure that you have a flash drive a capacity of at least 32 GB.
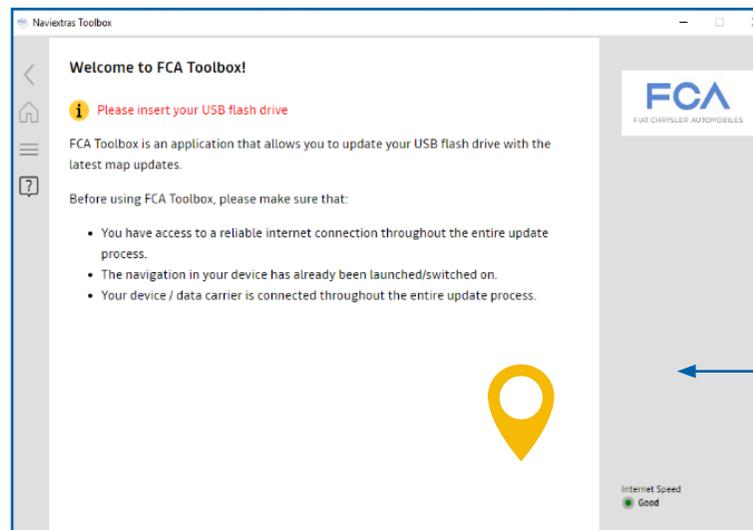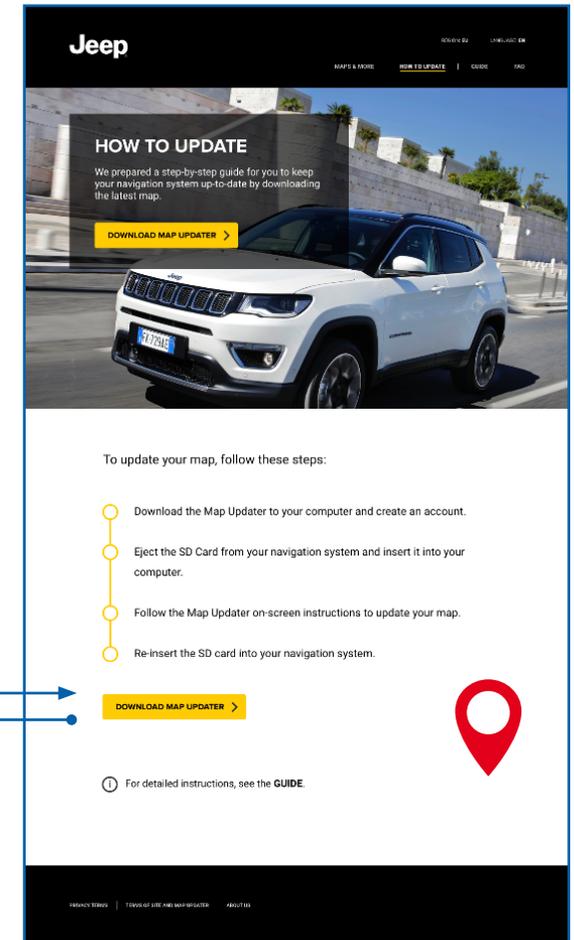
Note: every time FCA Toolbox is started, it will automatically check for software updates. If a newer version is available, it will be offered automatically. At the end of the process, we recommend waiting a few minutes before removing the USB flash drive from the PC.

3. HOW DO I USE THE MAP UPDATE WEBSITE AND THE MAP CARE SERVICE?

E. Navigator map update for Fiat, Abarth and Fiat Professional with Map Care

Get in the car, turn on the engine and the radio, then insert the flash drive into the USB socket:.

32 GB

Follow the instructions on the radio display, remembering not to unplug the USB flash drive once the procedure has started.

Accept if the system prompts you to delete the previously installed map.

The update can last more than 30 minutes and must be performed with the engine or instrument panel on (including while the vehicle is moving). It is recommended not to stop the process by removing the USB flash drive or turning off the engine/instrument panel: in these cases the update will have to be repeated.

Updating system

Do you want to update your system with new navigation information?

Start   Cancel

System update

USB must remain inserted and Uconnect system on. May take more than 30 minutes. The current map will be erased. Navigation functionality will not be available.

Cancel   Ok

System update

✅ Update completed successfully.

It's now safe to remove your USB device.

Close

System update

Update in progress.

Please wait...

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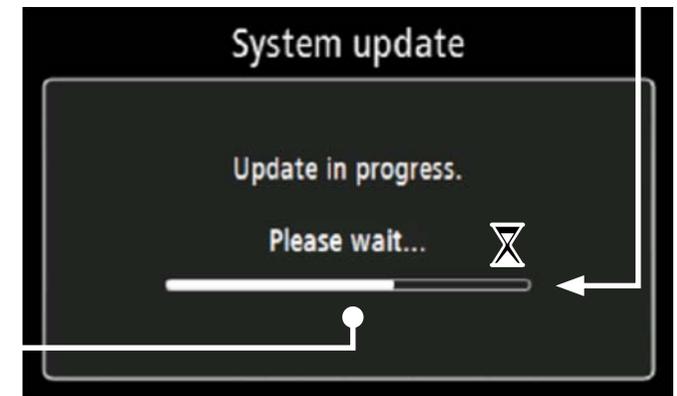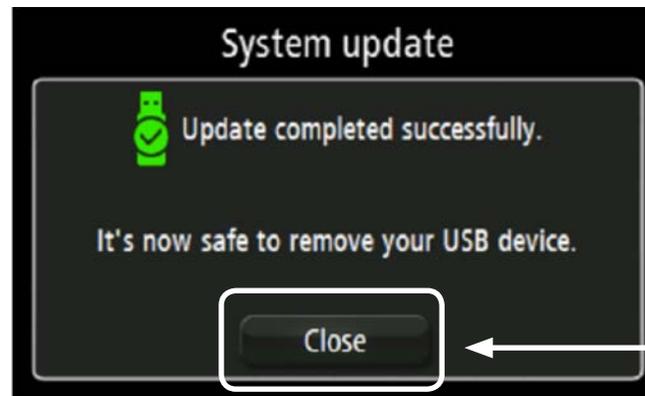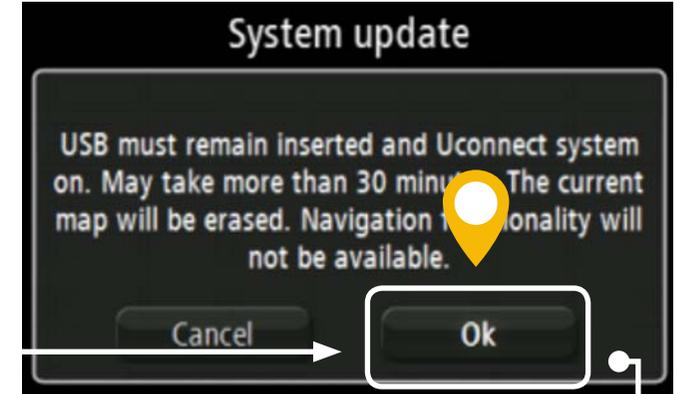
3. HOW DO I USE THE MAP UPDATE WEBSITE AND THE MAP CARE SERVICE?

F. Navigation system map update for Alfa Romeo with Map Care

Get in the car, turn on the engine and the radio, then insert the flash drive into the USB socket: follow the instructions on the radio display.

If your vehicle is an Alfa Romeo, select "System" from the "Settings" menu, then "Map update" and finally "Update map".

The update can last more than 30 minutes and must be performed with the engine or instrument panel on.
It is recommended not to stop the process by removing the USB flash drive or turning off the engine/instrument panel:
in these cases the update will have to be repeated.
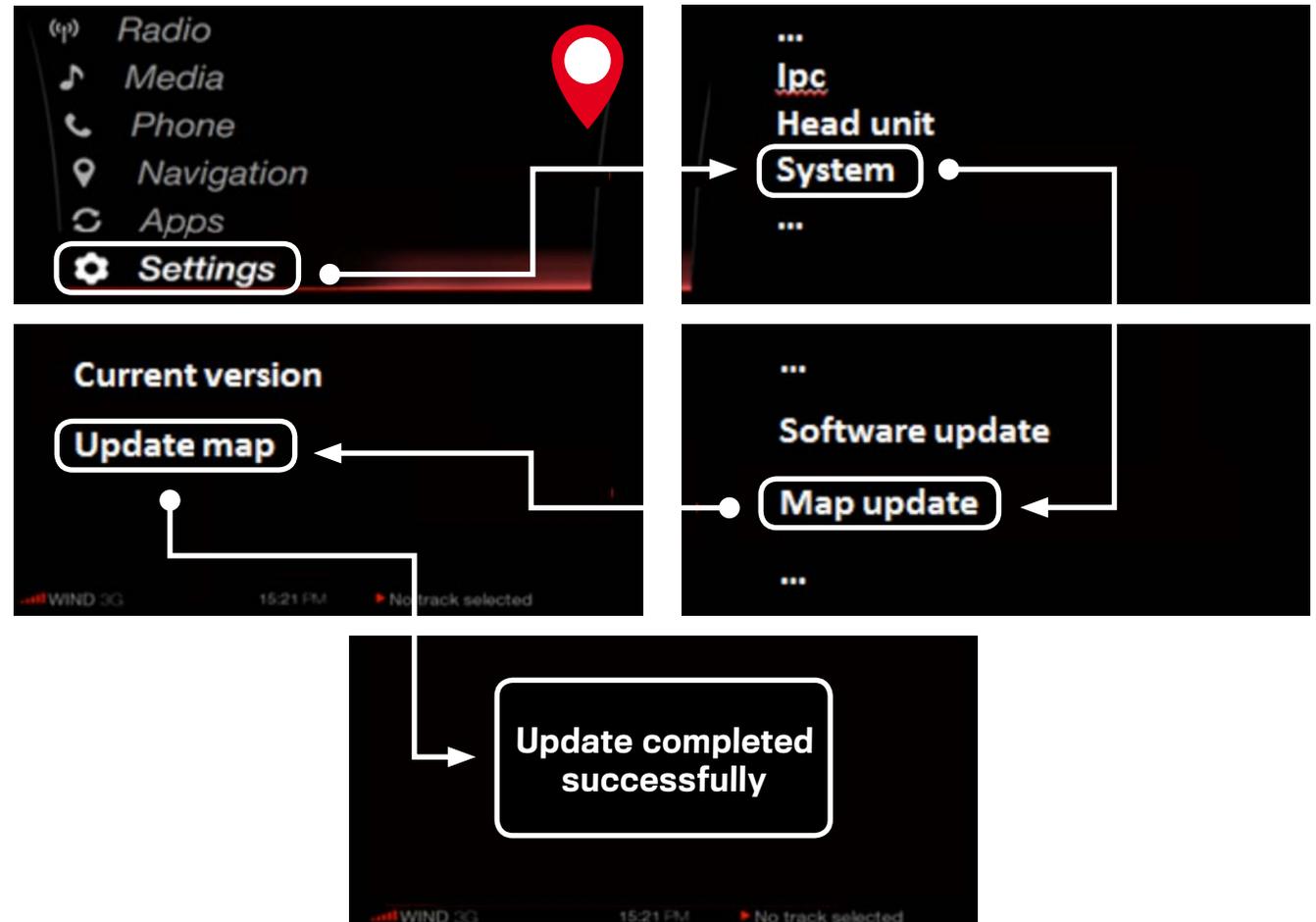
G. Navigation system map update for Jeep with Map Care

Download the details of the map currently installed on your navigation system by inserting a USB flash drive with at least 32 GB of free space. Press the NAV icon > NAV settings > Map update.
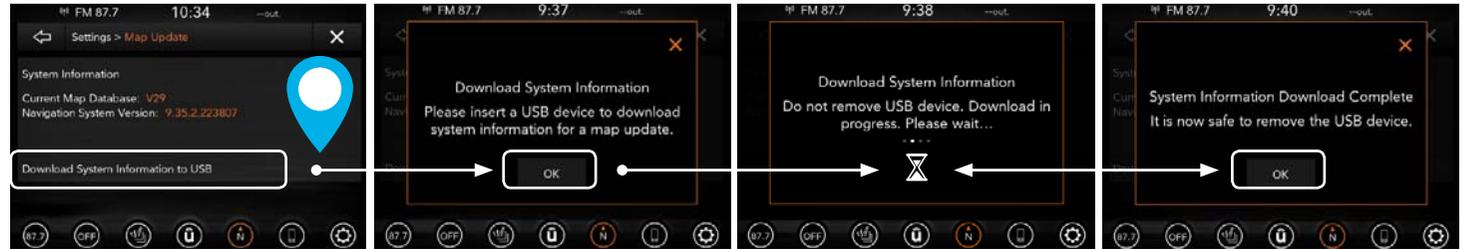
Follow the instructions on the radio display, remembering not to unplug the USB flash drive once the procedure has started.

Insert the USB flash drive containing the data downloaded from the navigation system into your PC and start the FCA Toolbox software. Log into your FCA account and follow the instructions to download the updated map.
When finished, unplug the USB flash drive.

Get in the car, turn on the engine and the radio, then insert the flash drive into the USB socket: follow the instructions on the radio display.

The update may take more than 30 minutes and must be carried out with the engine or instrument panel on (even while on the move). It is recommended not to stop the process by removing the USB flash drive or turning off the engine/instrument panel: in these cases the update will have to be repeated.

Note: at the end of the process, we recommend waiting a few minutes before removing the USB flash drive from the PC.

4. HOW DO I UPDATE THE MAPS OFFLINE?

A. At authorised dealers

If you want, you can update your car's navigation system at an authorised Workshop. In this case, if you have the **Map Care** service active, **the Workshop** may only charge you the cost of installing the update on the navigation system.

Look for the nearest authorized workshop on your car manufacturer's website.

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5. HOW DO I PURCHASE AND/OR RENEW MOPAR® MAP CARE?

If your car's navigation system is compatible with **Mopar® Map Care**, you can purchase or renew the service by visiting an authorised dealer.
This way, you'll have access to the updates for your maps at no additional cost for 3 years.

Congratulations, you purchased the Mopar® Map Care service on xx/xx/xx

YOUR VIN (CHASSIS NUMBER) IS xxxxxxxx

From now until xx/xx/xx you can download the latest maps free of charge from the website **maps.mopar.eu**, or visit an authorised dealer to receive an update, at the cost of a small service charge.

Enjoy your trip with Mopar® Map Care.

Mopar. Map Care experience:

1 Download the updated map.

2 Save the downloaded files to a USB flash drive.

3 Install the map on the navigation system.

4 Complete the installation and enjoy your trip.

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