2021 MapCare Manual for Dealers

KIA

Movement that inspires

This document is split into four sections:

| 1. Downloading the map updates | 2. Creating your Service Tool Kit | 3. Updating the vehicles | 4. Frequently Asked Questions (FAQ) |

2021 MapCare Manual for Dealers

1. 2021 Map updates

1.1	1.2	1.3	1.4
Compatibility table	Regular update Change summary	Map database changes	Downloading the updates

1.1 Compatibility table

GEN 1.x	Venga (YN) Cee'd (ED, JD) Sportage (SL, SL FL)	Sorento (XM, XM FL) Optima (TF, TF FL)	Rio (UB) Carens (RP)	
GEN 2.0	Picanto (TA) Rio (UB)	Venga (YN) Optima (JF)	New Sportage (QL) New Sorento (UM)	Cee'd (JD) MY15-16
GEN 4.0	Soul (PS, PSEV) Sorento (UM) Optima (TF, TF HEV)			
GEN 5.0	Niro (DE HEV, DE PHEV, DE EV) Sportage 2017 (Qle) Soul 2017 (PS PE)	Carens (RP PE) Rio (YB), Stonic (YB CUV) Stinger (CK)	Sorento PE (UM PE) Cee´d (JD MY17), Ceed (CD MY19)	Optima (JF 2017, JF PHEV, JF WGN, JF WGN PHEV)
Gen 5.0 Wide	Soul 2019 (SK3 EV), XCeed (CD CUV, PHEV) Sorento (MQ4, HEV, PHEV)	Niro (DE PE, HEV, PHEV) Rio (YB PE) Stonic (YB CUV PE)	Niro EV 2020(DE EV 20MY) Sportage 2021 (QLe 21MY) Picanto (JA PE)	Stinger (CK PE)

1.2 Regular update– change summary

Platform	GEN 1.x	GEN 2.0	GEN 4.0	GEN 5.0	Gen 5 Wide
System Identification					
SOP/ Previous version	45 countries ECO route	45 countries Ruta ECO	45 countries	+ Cyprus 46 countries *All cars*	+ Cyprus 46 countries *All cars*
Enhancements	45 updated 45 countries Map data 2018 Q1	45 updated 45 countries Map data 2018 Q1	45 updated 45 countries Map data 2020 Q1	47 updated 47 countries Map data 2020 Q1	47 updated 47 countries Map data 2021 Q1

Category	Module	Details
System	System	➢ Add a Success popup after factory settings. ➢ Changed the incorrect Italian scripts at Factory Settings pop-up dialog. ➢ Bug fix the media player Repeat_Track off during fast forward.
	Bluetooth	➢ Bluetooth Phone Calling List button's text coordinates are adjusted for Slovak language.
	Upgrade	➢ Added the B2C global update scenario. (Lower vers. update warning pop up) ➢ Corrected the script "Update" in the Version Info dialog in Czech, Polish, Slovak.
Navigation	Map & application	➢ Changed the Macedonia country name. ("Macedonia" -> "North Macedonia") ➢ Changed the map region script. ("Russia EU" -> "Russia EU/Turkey")

Category	Module	Details
System	DAB / FM	➢ Bug fix of system abnormal issue at Austria by 'DAB+ Austria'
	Bluetooth	➢ French Script fix - Paramètres de audio' was inappropriate. ➢ ('Paramètres de audio' -> 'Paramètres audio') ➢ French Script fix – 'i' is missing in 'Utlisez' in French BT Help ➢ ('Utlisez' ->'Utilisez')
	Upgrade	➢ Change B2C upgrade scenario. ➢ (Insert SD card with upgrade file) -> HU booting ➢ Long press the Setting button -> (Device Information screen) Press the 'Update' button ➢ Bug fix - Navigation/Wi-Fi menu disabled after applying B2C upgrade
Navigation	Map & application	➢ Bug fix – No response from [MAP]/[NAV]/[Info] H/K on POI Name screen when system language is Korean. ➢ Changed the Macedonia country name. ("Macedonia" -> "North Macedonia") ➢ Bug fix - Incorrect characters when searching POI in Ukraine. ➢ Modify the maximum size as the dealer POI increased. ➢ Bug fix - The character of a specific Polish city names is broken.

1.2 Regular update– change summary GEN 4.0

Category	Modules	Details
System	Media	➢ Display OSD as title and artist when it changed automatically the next song by the end of file ➢ Media player repeat / shuffle Spec. ➢ Default : All repeat / no shuffle Repeat/shuffle standalone operation Repeat only works with the range by repeat button Shuffle operates on/off within the repeat range ➢ Media will be paused on Mute ➢ Fixed WMA codec library
	General	➢ Changing strings from "Connectivity" to "Phone Projection" on [setup] menu ➢ Added On/Off setting in the [Sound Setting]. Once set On, the sound is reduced to 5 when switching to rear gear ➢ Modified not to change the icon and text on the cluster when entering and exiting the Volume Ratio ➢ Replaced the sample sound output when adjusting volume of Ringtone in Volume Ratio

Category	Module	Details
Navigation	Map & application	➢ Recommended destination function • Provides the recommended destinations functions to HOME or OFFICE ➢ Improve navigation map screen UI ▪ Provides easy access to information about the current location, destination, route information, search route refresh, etc. ➢ Improved detailed guidance view with enhanced visibility for routes and signs ▪ Updating size and design of the detailed guidance view ➢ Provides upcoming rest area info along the route ▪ Upcoming rest area along the route will be provided below the next TBT notification ▪ Selecting rest area info directs to the rest area map screen

Category	Module	Details

Navigation	Map & application	➢ Improved navigation search function
		  ▪ Provides an integrated search that includes POI, address, POI category and coordinates
		➢ Navigation map moves to improve visibility after turning
		  ▪ Map moves left/right before the point of turning to increase visibility of the path after the turn
		➢ Provides upcoming rest area info along the route
		  ▪ Upcoming rest area along the route will be provided below the next TBT notification
		  ▪ Selecting rest area info directs to the rest area map screen
		➢ Flyer button on the map is minimized when navigation is not in use
		  ▪ If the user does not operate the map screen, the flyer button is minimized for map visibility
		➢ Separate volume control for the navigation voice and sound effects.
		  ▪ The volume control for the navigation voice and sound effects are now separated

Category	Module	Details
System	System	➢ Fixed the non-accessible vehicle menu in Stinger when using Swedish language

Category	Module	Details
System	New	➢ 3 New European languages for RU21 /1st - Greek, Ukrainian, Slovenian ▪ Changes include HMI , Keyboard layouts , TTS, Web Manual , VR (TBD after checking performance) ➢ Map filter item added in the EV range screen (Connector Type/Charging speed/Charging POI/Brand) ➢ Warning Popup for entering oneway, access &exit roads and driving reverse opposite to road links. ➢ Yugo icon display on HUD (Road Closed/Accident/Roadworks/Event info) ➢ CCS provisioning update - EU/Russia T&C, privacy download after enrollment via Phone app ➢ Remote charging door - open / close feature. ➢ Voice recognition button creation on the European/Russian radio screen.

Category	Module	Details
System	Improvement	➢ Day/time widget on Home screen and enter the date/time setting when touched. ➢ Improved OSD display spec for Main and Split screen views. ➢ Modify pairing/connection scenario and structure of device connection settings. ➢ Improved UX dial and search contacts and screen transition spec for receiving call /SMS when display off/power off. ➢ Unification BT and Phone projection UX in SS view. ➢ Changes in Voice recognition vehicle control function. ➢ CCS Provisioning Improvement. ➢ CCS Activation Guidance spec change to meet legal regulation for EU ➢ Valet Mode – UI changes ➢ Improvement of personalization spec (CCS Phase2) and MCP Protocol spec. ➢ Calendar GUI and Layout update on main and split screen view. ➢ User Profile Backup Specifications applied (Location Sharing, Notification) ➢ Exceptional spec change for Remote window close. ➢ Improvement of weather icon on New Home screen ➢ Change logo of overseas weather information provider (FORECA --> VAISALA) ➢ "Driver Assistance" Multilanguage spec. ➢ RSE GUI improvements - Delete map graphics, add date and day information

Category	Module	Details
CCS	UVO/Bluelink/Genesis Activation Pop up	➢ UVO/Bluelink/Genesis activation popup displayed always when CCS not activated --> You can also turn this OFF via Setting menu of UVO
	New feature	➢ Automatic User profile update after Linking your Profile
	New feature	➢ Automatic User profile backup generated after you Unlink your Profile
	VR addition	➢ MCP data reflected via VR for Fuel, Parking and EV stations
	VR addition	➢ MCP data reflected via VR for H2 stations
	VR improvement	➢ NLU commands implemented for BT and Embedded VR functions (EN & DE) ➢ ("I would like to call lars", "Bring me Home ")
	UX (Weather)	➢ MCP Supplier applied to VAISALA from FORCEA
	User Profile Linking	➢ User profile linking also possible from the APP directly
	EV dynamic data	➢ Dynamic data updated for EV and H2 Stations. --> Green, Yellow, Red colour code added based on Availability information
	Kia	➢ New Kia Logo added for the Kia Services
	MCP Protocol update	➢ MCP Protocol update based on the CCS activation status
	Modem performance	➢ CCS latency improvement applied
	Calendar	➢ Calendar UX improved and direct access by touching Calendar split screen
	Calendar Bug Fix	➢ Late notification popup considering the Event timing on the calendar
	TE bug fix (EV cars)	➢ Improved to send DTE info to Server after Ignition off.
	QR Code Implementation	➢ QR code to add VIN implemented under the Modem information screen
	User Profile	➢ Delete Profile menu added within Profile settings

1.3 Map database changes

Coverage attribute	2021 Map update	Improvement vs. 2020 map update
Road Geometry (km)	20,119,864	+ 334,781 (+1.7%)
Street Names	64,820,193	+ 2,905,710 (+4.7%)
Addressing	32,569,340	+ 1,634,421 (+5.3%)
Highways	728,732	+ 27,932 (+4.0%)
One Way Streets	8,044,812	+ 174,333 (+2.2%)
Roundabouts	1,136,456	+ 17,051 (+0.2%)
Speed Limits	74,476,320	+ 420,834 (+0.6%)
Turn restrictions	2,471,136	+ 142,733 (+6.1%)
Sign Information	2,280,473	+ 257,685 (+12.7%)
Points of Interest	11,995,764	+ 405,450 (+3.5%)

We introduced multiple process optimizations to support a better update experience

Increased Download comfort
An embedded download manager supports Pausing and Resuming downloads.
Multiple downloads can be queued.
Availability of updates for files will be shown in the MapCare Update Tool.

Deletion of File Unzipping
All files will be downloaded unzipped and ready to install.

Integrated File Verification
While downloading, files will be verified automatically to ensure that everything works as expected.

Integrated feature to Copy files to Media (SD/USB)
An automated process will allow you to copy the files into the right folders.
Formatting of Media will be automated and copy process verified.

Software needed for download:

➢ Windows 7, Windows 8 or Windows 10
➢ Web browser like FireFox, Chrome or Internet Explorer

Hard drive space:

➢ Map data files need to be stored on PC for copying to Vehicle SD card (approx 82 GB)
➢ System Software will be copied one time to separate SD card or USB stick but should be kept on PC.

| Platform	Component	File size
GEN 1.x (5.1.3)	Map Data and Software	3.15 GB
All Software update	GEN 1.x (map and software), GEN 2.0, GEN 4.0 and GEN 5.0	20.6 GB
GEN 2.0 2019 Update	Map Data	8.07 GB
GEN 4.0 2020 Update	Map Data	12.80 GB
GEN 5.0 2021 Update	Map Data	18.70 GB
GEN 5 Wide 2021 Update	Map Data and Software	25.80 GB

http://www.navigation.com/doc-emea
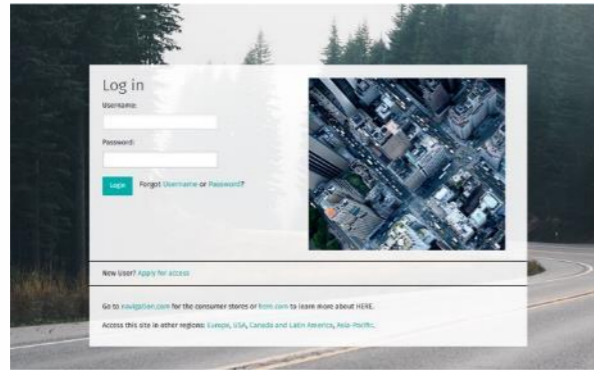
Please use your Username and password to login
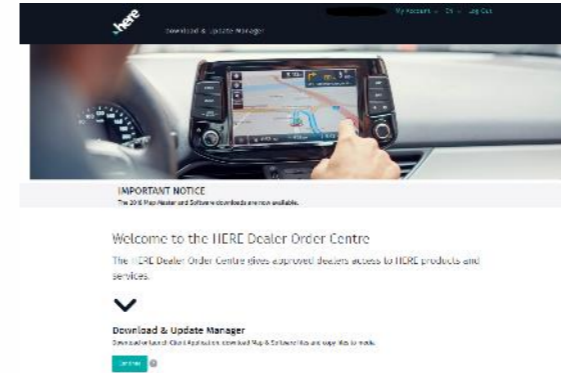
Please click on
"Continue" to proceed to the next page.

Before you can use this functionality, you will need to download the HERE MapCare Update Manager.
This only needs to happen once. It may be downloaded onto multiple computers.

Click "Install"
Click "Save" to save the .exe file to your computer.
The programm will be stored in your defined download folder, most likely „Downloads"
Once saved, click on the file name to run the .exe. The application will automatically create a folder where it will be installed. Follow the instructions to install the application
Once the application is installed, click "Launch" within DOC to start the application.

Important:
If you have installed the application once, you can skip the steps above and click "Launch"

You must log into DOC and launch the application out of DOC. Opening the application directly will not work. DOC is handling the user authentication process.

After launching the application for the first time, you have to select a folder where the map and software files will be stored.
We recommend to keep the original path, but you are free to modify.
Please click „Save Changes" to continue.

HERE MapCare Update Manager opens and you are ready to start downloading the Map and Software updates.

To launch the HERE MapCare Update Manager, you need to log into DOC and click the "Launch" button.

The tool will perform the following operations:

- **Download the latest Map and Software versions to your PC**
  - Files will be loaded in the folder specified by you as described on slide 12
  - A verification of the files is done during download
  - Unzipping of the files is not needed anymore
- **Copy to updates Media (SD/USB)**
  - Selected files will be copied to media (SD or USB)
  - Media will be formated automatically
  - Copied files are verified after copy process to guarantee functionality in vehicle
- **Updating files on your hard drive**
  - As soon as new updates are available, a notification will show and request to incrementally download the latest files

Name	Size	Status	
Kia_iAVN_Software 2018-3	7,4 GB	Available	⬇ Download

List of available files	File Size	**Available** The files are not downloaded to your hard drive yet.	**Download** Starts the download to your hard drive or defined location. The download progress will be shown in the lower part of the application. If multiple files or Download All is selected, the files will be queued and downloaded file after file. Files are automatically checked and validated.
		Update If the new file has been made available. Please download the new file within 5 days.	**Pause** Pauses the download and stores the position to resume later. Closing the application does not harm the process.
		Current This indicates an up to date file. A copy process to media can be started.	**Cancel** Cancels the download and deletes the files from hard drive. In this case you need to start the process over.
		Invalid file / Please contact support Invalid is defined, if the checksum verification failed and file can not be updated. In this case, please contact support for analysis.	**Copy** Copy will transfer files to the media (SD card or USB stick). The next slide will describe this important process in more detail.

2021 Map Update

2. Creating your Service Tool Kit (STK)

2.1
Preparing your
Service Tool Kit
(STK)

2.2
Copy Map Data to V
ehicle SD card

2019 system software and map updates are available as a download.

To support the update process, we split into two categories:

Software

➢ The "EU All Software" bundle needs to be copied to a SD card or USB stick (Gen1.x) one time only

➢ Please keep the files on your computer. The tool periodically checks for updates on the server.

Map data

➢ The HERE MapCare Update Tool will copy the data onto the SD card of the vehicle (Gen 2, Gen 4, Gen 5.0) or a USB stick (Gen 5 Wide)
  The tool will:
  ➢ Format the media
  ➢ Copy the files
  ➢ Verify the files automatically

System software

Gen 1.x 2019 Map&Software*
Gen 2.0 2019 System Software
Gen 4.0 2019 System Software
Gen 5.0 2021 System Software
Gen 5 Wide 2021 Map&Software**

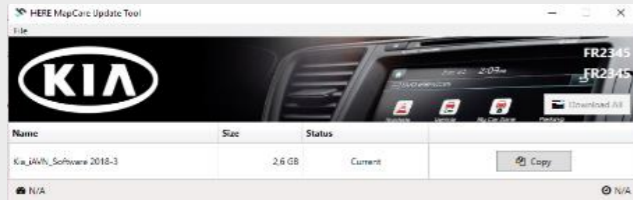*to update Gen1.x you need a USB to SD card adapter like TRANSCEND RDF5 Card Reader
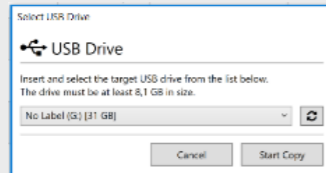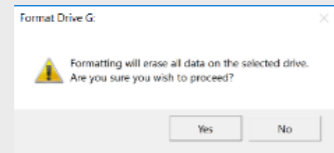** 32 GB USB Stick needed

After the download is completed, the status will switch to „Current".
Selecting „Copy" will open a dialog to select the SD card or USB media.

Insert the media into your PC and select the drive you want to copy the files to.
Copying is only possible to a USB drive or SD card.

After selecting the drive, the media will be prepared for the copy process and formatted.
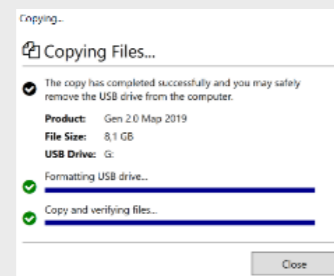
When the formatting process is finished, the files will be copied to the media. The status bar will give you a process indication. When both checks are green, the media is ready for the vehicle.

2021 Map Update

3. Updating the vehicles

3.1	3.2	3.3	3.4	3.5
Gen 1.x	Gen 2.0	Gen 4.0	Gen 5.0	Gen 5 Wide

KIA

GEN 1.x	Venga (YN)
	Cee'd (ED, JD)
	Sportage (SL, SL FL)
	Sorento (XM, XM FL)
	Optima (TF, TF FL)
	Rio (UB)
	Carens (RP)

Before performing the update make sure that the vehicle is equipped **with the latest software or newer**

If not, please, **refer to the relevant TSB**

If the current version is older than the latest, the pop-up screen is displayed as shown below:

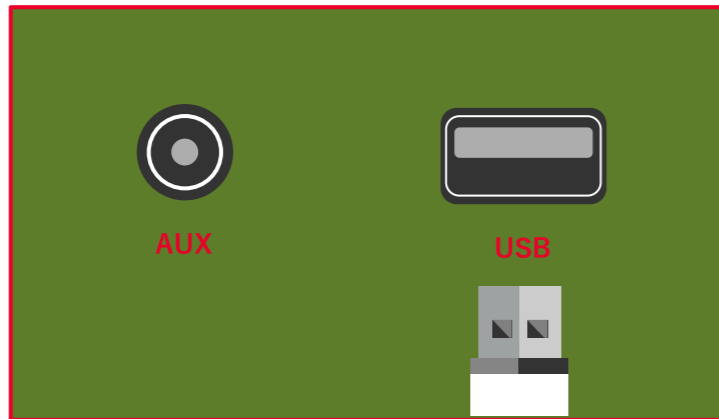Upgrade the software to the latest version according to the previous TSB

In case of above screen message, please refer to TSB KGE12-92-P140-YNEDSLXMTFUBQB

Insert the USB with the upgrade files into the car's USB port

The system will automatically recognize the new system and map software and displays current and new software and map information

Press **[OK]** then **[Agree]** to proceed

The system will start performing the upgrade for both the system and the map.
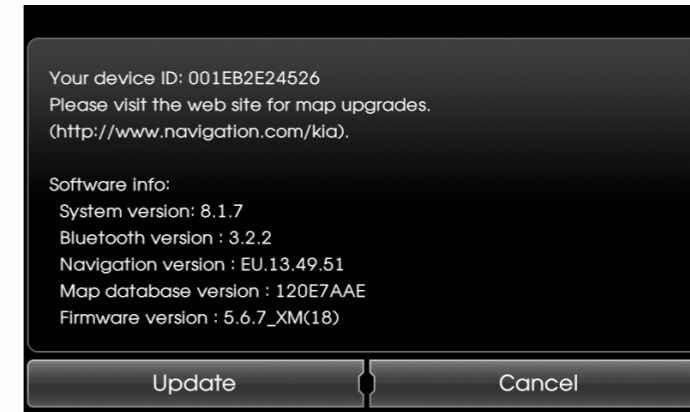Approximately, update time is 90 min.

Long press on the [**SETTINGS**] button

Check the software and map versions

Your device ID: 001EB2E24526
Please visit the web site for map upgrades.
(http://www.navigation.com/kia).

Software info:
 System version: 8.1.7
 Bluetooth version : 3.2.2
 Navigation version : EU.13.49.51
 Map database version : 120E7AAE
 Firmware version : 5.6.7_XM(18)

Update   Cancel

GEN 1.x	System version	8.1.7
	Navi app version	EU.13.49.51
	Map database verison	120E7AAE (Europe) 120E7AAR (Russia)

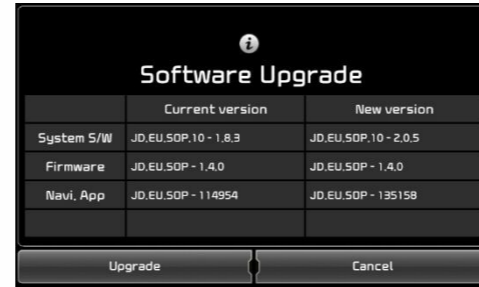| GEN 2.0	Picanto (TA)
	Rio (UB)
	Venga (YN)
	Optima (JF)
	New Sportage (QL)
	New Sorento (UM)
	Cee`d (JD) MY15-16

Remove the map SD Card from the SD-Card slot. Insert the SD card with the upgrade files into the SD-Card slot

Check that the Map SD is unlocked

System automatically detects an upgrade file on the SD Card and displays a window with old and new software information

Software Upgrade		
	Current version	New version
System S/W	JD.EU.SOP.10 - 1.8.3	JD.EU.SOP.10 - 2.0.5
Firmware	JD.EU.SOP - 1.4.0	JD.EU.SOP - 1.4.0
Navi. App	JD.EU.SOP - 114954	JD.EU.SOP - 135158
Upgrade		Cancel

Click on the [**Upgrade**] button then [**Agree**] button

System starts the upgrade process
Once the update is completed, the system automatically reboots
Long press on the [**SETTINGS**] button

Check that the new SW verison is displayed
Remove SD card

REG   01:55
Device information

Device ID C80210F7FF90
For further information about your Map upgrade, please visit the website.
(http://www.navigation.com/kia)

Software ver. : JD.EU.SOP.10.205
Firmware ver. : JD.EU.SOP.10.140
Navi app ver. : JD.EU.SOP.13.51.58
Map ver. : EUR.13.46.45.001.001(D.G0)

Update

In some cases "Invalid Map Version" appears

This is caused by the removal of Map SD Card and has no impact on the software update

Put the update Map SD Card back in the SD slot. The system will reboot.
Long press on the [**SETTINGS**] button

Check the Navi app and map verison

REG	01:55	
Device information		↵

Device ID C80210F7FF90
For further information about your Map upgrade, please visit the website.
(http://www.navigation.com/kia)

Software ver. : JD.EU.SOP.10.205
Firmware ver. : JD.EU.SOP.10.140
Navi app ver. : JD.EU.SOP.13.51.58
Map ver. : EUR.13.46.45.001.001(D.G0)

Update

GEN 2.0	System version	XX.EU.SOP.XX.205
	Navi app version	XX.EU.SOP.13.51.58
	Map database verison	EUR.13.46.45.001.001(D.G1)

GEN 4.0	Soul (PS, PSEV)
	Sorento (UM)
	Optima (TF, TF HEV)

Remove Map SD card from the slot

Insert unkocked SD card into D card slot

1

Desbloquear

Press [**SETTINGS**] button once

Scroll down to [**SYSTEM INFO**] and press the icon

2

System Info

System will reboot once the update is complete (< 20 min)
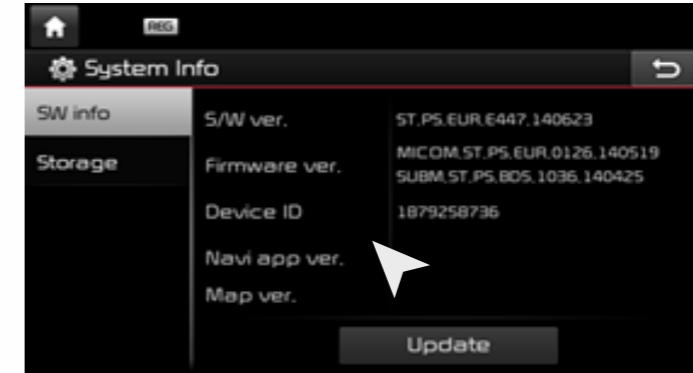
Go back to [**SYSTEM INFO**] to check if the new SW verison is displayed
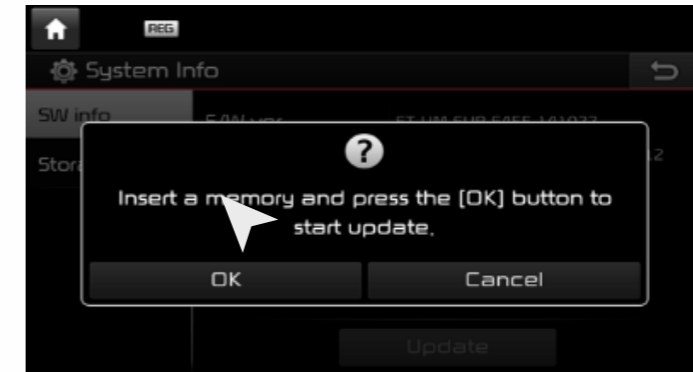
Insert the updated Map SD card back into the SD-Card slot

If the system was **ON** it will reboot

The map shouod be displayed on the [**HOME**] screen

Press [**SETTINGS**] button

Scroll down to [**SYSTEM INFO**] and press the icon

System Info

Check that the new verison is displayed

GEN 4.0	Sytsem version	E533.201204
	Navi app version	ST4.EUR.KMC.201203.cd7005e
	Map version	EUR.13.47.47.482.005.1(D.H2)
		EUR.13.47.47.482.005.1(D.H2/E.H3) For EV

| GEN 5.0	Niro (DE HEV, DE PHEV, DE EV)
	Optima (JF 2017, JF PHEV, JF WGN, JF WGN PHEV)
	Sportage 2017 (Qle)
	Soul 2017 (PS PE)
	Carens (RP PE)
	Rio (YB)
	Stonic (YB CUV)
	Stinger (CK)
	Sorento PE (UM PE)
	Cee´d (JD MY17), Ceed (CD MY19)

Remove the map SD Card from the SD-Card slot
Insert the SD card with the upgrade files into the SD-Card slot

Check that the Map SD is unlocked

System automatically detects an upgrade file on the SD Card and displays a window with the new software information
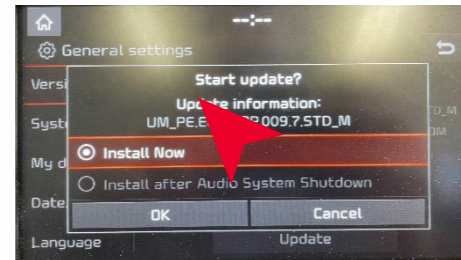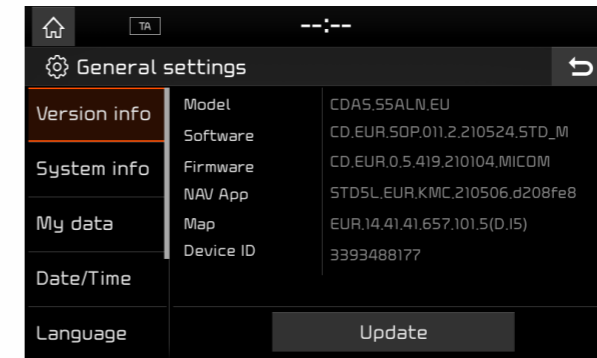

Click on the **[OK]** button

System starts the upgrade process
During the upgrade process, the system will boot several times
Wait until the window with **[Upgrade completed]** is displayed

Click on the **HK-[SETUP] -> SK-[General]**

Check that the new S/W version is displayed in **[Version Info]**
Remove SD Card

In some cases "Invalid Map Version" appears

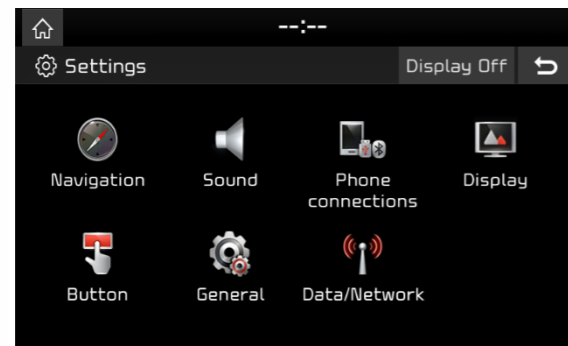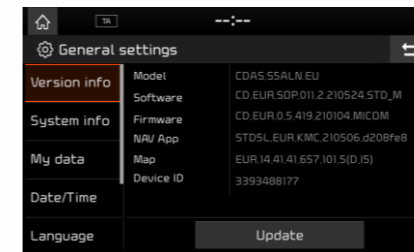This is caused by the removal of Map SD Card and has no impact on the software update

Re-insert the upgraded map SD-Card into the SD-Card slot
If the system is ON, it will reboot

Click on the **HK-[Setup] -> SK-[General]** button
Check software information in **[Version Info]** icon

Check that the new software, Navi app version and Map version are displayed

GEN 5.0	XX.EUR.SOP. 011.2.210524.STD_M	CK, CK_19MY, UM_19MY, UM_ PE, CD, DE_EV, JF_PE, JF_PHEV_PE, QL_PE
	XX.EUR.SOP. 010.6.210111	DE HEV, DE HEV 18MY, DE PHEV, JA, JD 17MY, JF 17MY, JF PHEV, JF WGN, PS PE, QL 17MY, RP PE, YB, YB CUV
	EUR.14.41.41.657.101.5 (D.I5)	
	EUR.14.41.41.657.101.5 (D.I5/E.I4)	EV/PHEV

| GEN 5.0 wide	Soul EV (SK3 EV)
	Niro (DE PE HEV, PHEV)
	Niro EV 2020 (DE EV 20MY)
	Ceed (CD CUV, CD CUV PHEV)
	Sportage 2021 (QLe 21MY)
	Sorento (MQ4, MQ4 HEV, MQ4 PHEV)
	Rio (YB PE)
	Picanto (JA PE)
	Stinger (CK PE)
	Carnival (KA4)
	Seltos (SP2)
	Stonic (YB CUV PE)

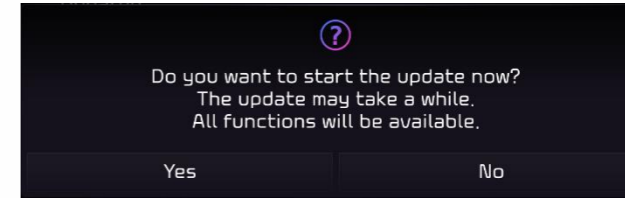Insert the USB with the upgrade files into the car's Front-USB port.
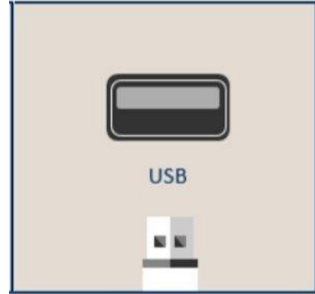
System automatically detects an upgrade file on the USB
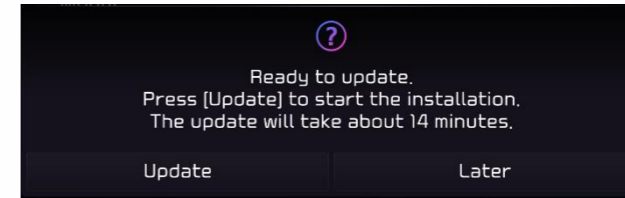and displays a pop-up showing the new software information.
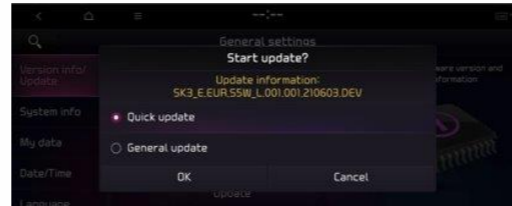
Selecr update option and click [**OK**]
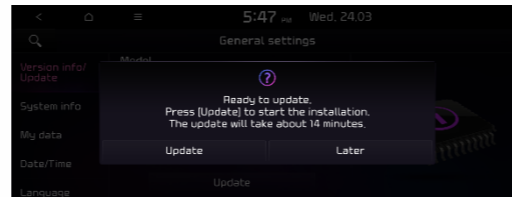
'Quick update' will limit functions during the update process. However it will provide shorter update consumption time.

'General Update', System can be used during the upgrade but longer progress shall be expected.

After completion of SW updating, **ACC OFF** will trigger further progress.

Move to [**Settings**] and select [**General**].
Check the new S/W version is displayed.
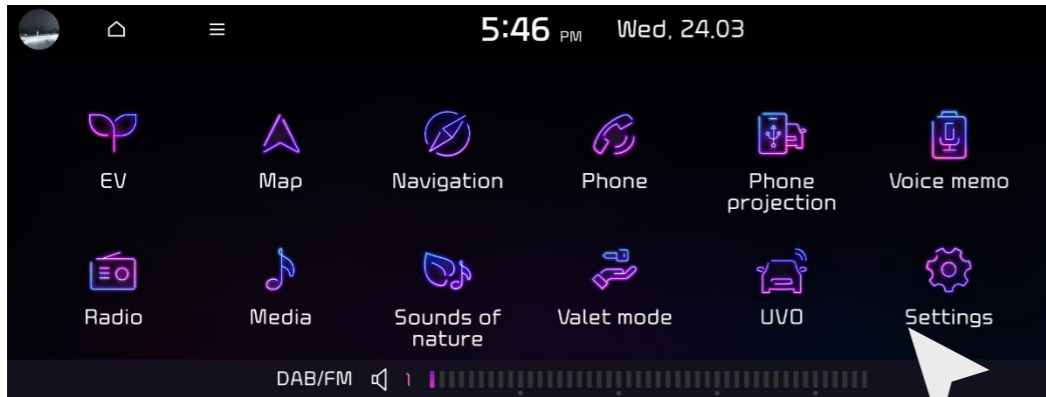
Select [**SETIINGS**] from home menu
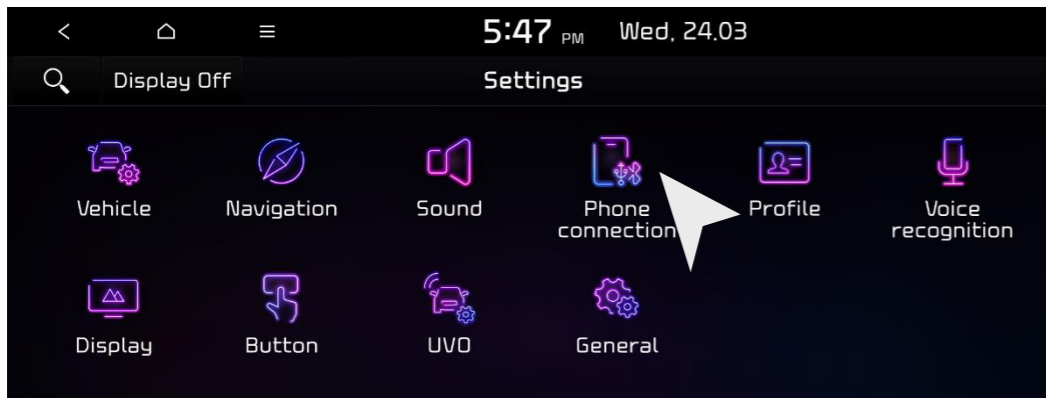
Select [**General**] from Settings.

Check that the new software, navi app and map version are displayed

GEN 5.0 Wide	Software	5W.XXX.S5W_L.001.001.210603
	Firmware	XX.EUR.02.210603.MICOM
	NAV APP	STD5W.EUR.KMC.210601.a86f003_21RU1
	Map version	EUR.14.41.41.657.401.2(D.I5/E.I4)

2021 Map update

? **4. Frequently asked questions**

4.1
HERE Contact Center

4.2
FAQ

In case you experience problems or the e
mail does not reach you, please contact th
e
HERE Contact Center directly:

Local toll free number Germany   **0800 181 6065**
Local toll free number France   **0800 914 478**
Local toll free number Italy   **800 781 145**
Local toll free number UK   **08081 013885**

All others countries:
International toll free number   **00800 18 23 53 22**
International not toll free number   **+31 555 384 245**

**Please, contact your Distributor, S
ales Organization or HERE
before submitting a field claim**

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Issue	Solution
The update of system softw are fails or map data fails	➤ In case you are using a replacement card, please note that GEN 2.0, GEN 4.0 and GEN 5.0 systems only recognize SD cards with max 32GB. Make sure the SD card is unlocked
Download speed is slow	➤ Your internet connection might be too slow. Please, try to download single files only instead of all files at once. You can also schedule downloads for hours of low frequency of your business (e.g. over night) ➤ To check estimated download size per platform, please, refer to slide 18
The SD card is not recognized by the system	➤ In case you are using a replacement card, please note that GEN 2.0, GEN 4.0 and GEN 5.0 systems only recognize SD cards with max 32GB. ➤ To check a detailed overview of file size, please refer to slides 18

Message	Solution
"Login Expired" "Your login has expired and the application will shut down. Please launch the application again using HERE DOC."	For security reasons, the MapCare Update Tool will automatically lock you out after 4 hours of in activity. Active downloads will continue and not count as idle time. If this message pops up, please login through DOC again.
"An application error occurred which requires to the program to shut down. The error information has been logged. Please contact HERE Customer Service for assistance."	Please try to start the application again. If the error happens again, please contact the HERE Support for support. The log files are stored on your PC and are accessible via the „Help" option in the upper menu bar.
"Download Error" "Update Error" "An error occurred while downloading application program updates" "An error occurred while checking for program updates. Please check your internet connection and try again."	Please check your internet connection. In case you have been away from your computer and it went to standby the connection might be lost. If a download has already started, you are able to continue with the „Resume" button. If the error is reported after checking the connection and restarting, please contact the HERE Support.
"Invalid Product"	Please contact the HERE SUPPORT to resolve this error.
"An error - {0} - occurred and the application could not be launched. Please note the error number, return to HERE DOC, and contact HERE Customer Service with the noted error number."	Please contact the HERE SUPPORT to resolve this error.
"The download location is invalid." "The download location does not have enough free space available."	The download path is not accessible. This may be caused by a permissions issue, the disk being removed or disconnected, a network share going offline, etc. Please check you have access to the download path and try again.

Message	Solution
"A general error occurred. If this issue continues to occur, please contact HERE Customer Service for assistance."	Please close and restart the application. If the error persists, please contact the HERE Support to resolve this error.
"There is not enough hard drive space available to complete the download. Please try emptying the recycle bin, deleting temporary files, and other means of freeing up hard drive space. You may also try relocating your downloads folder to another hard drive or network share."	Your computer or network file has not enough space left. Please empty recycle bin, clean your Windows „Download" folder or free up space.
"The product selected is not valid. This is likely caused by a misconfiguration of the client program or HERE product information. Please contact HERE Customer Service for assistance."	Please contact the HERE Support to resolve this error.
"The download is not allowed from your location. Please contact HERE Customer Service for assistance."	You are trying to access a file, that is not approved or released for your region. Please contact the HERE Support to resolve this error.
"There is not enough memory (RAM) available to complete the download. Please try closing other programs on your computer and try again."	Your computer does not have enough internal memory available to run the application. Please close other applications, that you are currently not using to allow the downloads.
"The download service is unavailable. This may be an intermittent issue caused by an internet or networking issue but may also be caused by a server outage. If this issue persists, please contact HERE Customer Service for assistance."	Please close and restart the application. If the error persists, please contact the HERE Support to resolve this error.
"A verification failure occurred after downloading and saving a file to disk. This could indicate a potential hard drive failure, a service issue, or a program (such as an anti-virus program) modifying files after they have been downloaded. Please contact HERE Customer Service for assistance."	Please contact the HERE Support to resolve this error.

2021-07-14

MapCare SW & Map Overview

Project	Carlines	SW version	Map version
Gen1.x	YN, ED, JD, SL, SL FL, XM, XM FL, TF, TF FL, UB, RP	8.1.7	120E7AAE (Europa) 120E7AAR (Rusia)
Gen2.0	TA, UB, YN, JF, QL, UM, JD	SOP.XX.205	EUR.13.46.45.001.001(D.G1)
Gen4.0	PS, PSEV, UM, TF, TF HEV	E533.201204	EUR.13.47.47.482.005.1(D.H2) EUR.13.47.47.482.005.1(D.H2/E.H3) EV
Gen5.0	UM 19MY, UM PE, CK, CK 19MY, CD, DE EV, JF PE, JF PHEV PE, QL PE	XX.EUR.SOP. 011.2.210524.STD_M	EUR.14.41.41.657.101.5(D.I5) EEUR.14.41.41.657.101.5(D.I5/E.I4) EV/PHEV
	DE HEV, DE HEV 18MY, DE PHEV, FB, JA, JD 17MY, JF 17MY, JF PHEV, JF WGN, JF WGN PHEV, PS PE, QL 17MY, RP PE,YB, YB CUV	XX.EUR.SOP. 010.6.210111	
Gen5 Wide	SK3 EV, DE PE HEV, DE PE PHEV, DE EV 20MY, CD CUV, CD CUV PHEV, QLe 21MY, MQ4, MQ4 HEV, MQ4 PHEV, YB PE, YB CUV PE, JA PE, CK PE	5W.XXX.S5W_L.001.001.210603	EUR.14.41.41.657.401.2(D.I5) EUR.14.41.41.657.401.2(D.I5/E.I4) EV/PHEV