

**\* \* TECHNICAL INFORMATION NOTICE \* \***

**DATE:** April 23, 2025  
**TO:** Mitsubishi Motors US Dealer Principals, General Managers, Sales, Parts & Service Managers  
**RE:** Navigation Map Updates  
**TIN NO.:** TIN-25-54-005

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**AFFECTED VEHICLES:**

2022-2024 Outlander  
2023-2025 Outlander Plug-in Hybrid

**PURPOSE:**

Mitsubishi Motors North America, Inc. (MMNA) will be releasing a Navigation System Map Update Tool for Windows and Mac computer users on the Mitsubishi Motors Online Navigation Portal. An **eligible A-IVI is required**. A video with detailed steps about how to install the Map Update Tool application will be made available on YouTube effective April 23, 2025. Click the link to view: <https://www.youtube.com/watch?v=Jj5FDU-LnbQ>.

The update requires:

- Computer (Windows or Mac)
- USB stick (32GB)

The map information will be transferred from the Navigation System to the computer and back to the Navigation System using a USB stick.

For local updates, allow approximately 20 minutes for the update to complete. For full map updates, allow up to 90 minutes for update completion. Only available updates will be displayed.

**IMPORTANT:** The vehicle must be parked and running during the update so the **VEHICLE MUST BE PARKED OUTDOORS OR IN A WELL-VENTILATED PLACE TO AVOID EXPOSURE TO EXHAUST FUMES.**

Please ensure your staff is familiar with this process to assist customers if they have any questions or need help updating their system. Although updating maps is not a warrantable item, supporting customers that are unable to complete this update will certainly enhance the customer experience.

The following directions to save map information to the USB stick, add a map and how to update a map are from the Mitsubishi Motors Online Navigation Portal and may be of assistance to dealers completing the update or guiding customers. For additional information on how to delete a map or a full map reset, please refer to the Mitsubishi Motors Online Portal.

## ONLINE NAVIGATION PORTAL

The supporting program for the Smartphone-link Display Audio (SDA) navigation system is the **Map Update Tool** application, for your Windows or Mac computer. Use this tool to add, remove, and update the maps stored in your Navigation System.

## GET THE MAP UPDATE TOOL

Before you can update your Navigation System using the Map Update Tool application for the first time, go to <https://apps.mitsubishi.navshop.com>.

For detailed steps to install the Map Update Tool application, select your operating system below:

### FOR WINDOWS:

The steps below refer to Internet Explorer. If you are using another browser the steps may vary.



1. Click the **DOWNLOAD** button. We recommend downloading the file to your computer by clicking **Save**.
2. Click **Run** when the download is complete.

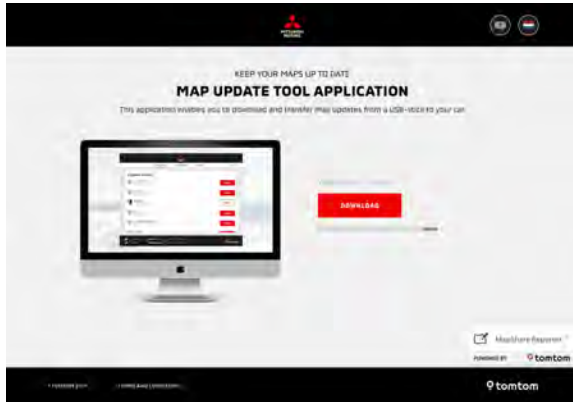


**Note:** If you accidentally close the **Download complete** window, locate the file **InstallMapUpdateTool.exe** on your computer and double-click it.

3. If you get a User Account Control window, click **Yes**. If you get a security warning, click **Run**.
4. To read the end user license agreement, click the link [License Agreement](#).
5. Select **I Agree** to accept the terms in the license agreement, then click **Next**.
6. Click **Install** to accept the default installation folder, or click **Browse** to select a different installation folder.
7. Click **Install**
8. When installation of the **Map Update Tool** application has completed, a pop-up will ask you to confirm the settings. You can change any of the settings, then click **OK**.

## FOR MAC OS:

The steps below refer to Safari. If you're using another browser the steps may vary.



1. Click the **DOWNLOAD** button. The download starts. When finished, the **Map Update Tool** application is saved in your downloads folder.
2. Click the **Finder icon** in the Dock to switch to Finder.
3. From the Finder menu at the top of the screen, click **Go** and choose Downloads. Your Downloads folder opens
4. Double-click **InstallMapUpdateTool.dmg**. A window opens showing the **Map Update Tool** application.
5. Drag the **Map Update Tool** application to the Applications icon. This will install the application on your system.
6. Now you can start the application from the Applications directory.



**Tip:** To add the **Map Update Tool** application to your dock, drag its icon from the Applications folder to the dock. To open the Applications folder, click Go in the Finder menu and then choose Applications.

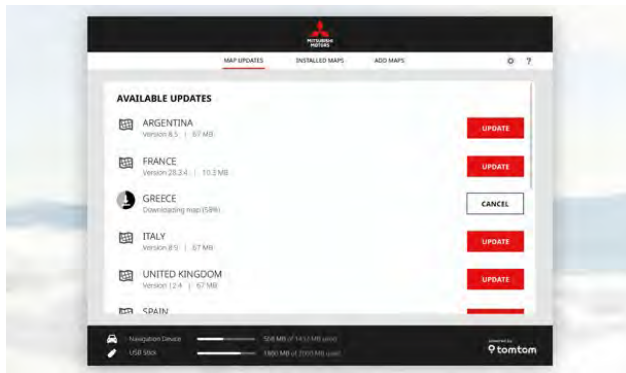
## HOW TO SAVE MAP INFORMATION TO THE USB STICK

The Map Update Tool application lets you add, remove and update the maps stored in your vehicle's Navigation System using your computer and a USB stick.



**Note:** You will need a USB stick of sufficient capacity for the transfer of information between your Navigation System and your computer. A map update can require 16GB of free space on your USB stick, and a full map update can require 32GB.

## MAIN PAGE



**Note:** Before you can use the **Map Update Tool** application, you must save the map information from your vehicle's Navigation System to a USB stick.

The bottom panel on the main page of the Map Update Tool application shows you the memory that is available in your Navigation System and on your USB stick.

To find out if there are updates available for the maps you already have, click **MAP UPDATES**.

If you want to find out which maps you have, click **INSTALLED MAPS**.

## USB STICK POP-UP WINDOW

When you insert a USB stick into your computer, a pop-up window will show you if map updates are available



**Note:** This procedure must be done before you can use the **Map Update Tool** application.

1. Insert the USB stick in your vehicle's Navigation System.
2. Select **Info** on the bottom menu bar of the Navigation System.
3. Select **System Information** from the **Info** menu.
4. Select **Map Update** from the **System Information** menu.
5. Select **Update by USB device** from the **Map Update** menu.
6. Select **Save Map Information to USB** from the **Update by USB device** menu.
7. When prompted, select **Start**




**Note:** When all the map information has been saved to the USB stick, you will see the message **Map Information is saved to USB**. You can now remove the USB stick.

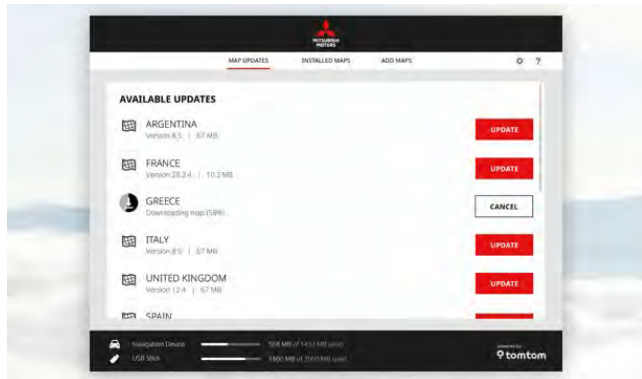
8. Select **OK** and remove the USB stick.

## HOW TO ADD A MAP

The Map Update Tool application lets you add, remove and update the maps stored in your vehicle's Navigation System using your computer and a USB stick.

 **Note:** You will need a USB stick of sufficient capacity for the transfer of information between your Navigation System and your computer. A map update can require 16GB of free space on your USB stick, and a full map update can require 32GB.

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## USB STICK POP-UP WINDOW

When you insert a USB stick into your computer, a pop-up window will show you if map updates are available.

## HOW TO ADD A MAP

1. Start the **Map Update Tool** application on your computer.
2. Insert your USB stick into your computer.

 **Note:** Your computer must be connected to the internet.

3. Select **ADD MAPS**. A list of available maps is shown.



**Tip:** You can select more than one map at a time.

4. Select **ADD MAP** next to each map that you want to download. You can select multiple maps to download. The selected maps will start downloading. To cancel a download, select **Cancel**.
5. When downloading is complete, remove the USB stick from your computer.
6. Insert the USB stick in your vehicle's Navigation System and follow the on-screen instructions.



**Tip:** You can do multiple map management activities at the same time, for example deleting and updating maps.

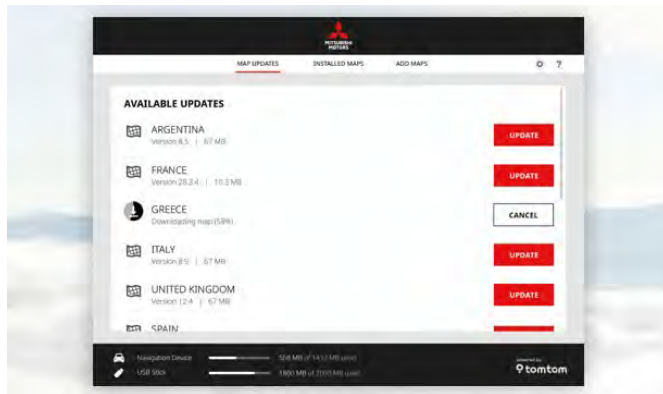
## MAP UPDATE

The Map Update Tool application lets you add, remove and update the maps stored in your vehicle's Navigation System using your computer and a USB stick.



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**Note:** Before you can use the **Map Update Tool** application, you must save the map information from your vehicle's Navigation System to a USB stick.

The bottom panel on the main page of the Map Update Tool application shows you the memory that is available in your Navigation System and on your USB stick.

To find out if there are updates available for the maps you already have, click **MAP UPDATES**.

If you want to find out which maps you have, click **INSTALLED MAPS**.

## USB STICK POP-UP WINDOW

When you insert a USB stick into your computer, a pop-up window will show you if map updates are available.

## HOW TO UPDATE A MAP

1. Start the **Map Update Tool** application on your computer.
2. Insert your USB stick into your computer.



**Note:** Your computer must be connected to the internet.

3. Select **MAP UPDATES**. A list of available maps is shown.



**Tip:** You can select more than one map at a time.

4. Select **UPDATE MAP** next to each map that you want to update. You can select multiple maps to update. The selected maps will start downloading. To cancel a download, select **Cancel**.
5. When downloading is complete, remove the USB stick from your computer.
6. Insert the USB stick in your vehicle's Navigation System and follow the on-screen instructions.



**Tip:** You can do multiple map management activities at the same time, for example adding and deleting maps.