

Customer Assistance

Reporting Errors

Occasionally, you may encounter database errors.

- If the error pertains to freeways and main “verified” roads shown in black on the map, then report it either online at <http://update.navteq.com/>, or to Honda Customer Services.
- If the error involves a light brown “unverified” road, then do not report it. These areas have not been verified, and are provided for reference only (see *Map Overview* on page 6).
- For errors in points of interest (POI), like a business that has changed their name, do not report them. Keep in mind that depending on when the data was collected, and when your DVD was purchased, the database can be out of date. The business may have not reported the change(s), or not be in the database at all. Update Navigation DVDs are available for purchase, usually in the fall of each year.

- If the error does not involve the database, such as if the vehicle position icon does not follow the road, screen error messages, or other GPS related errors, see *Frequently Asked Questions* on page 112, *System Limitations* on page 97, or *Troubleshooting* on page 119.

Honda Automobile Customer Service

Telephone: (800) 999-1009

Fax: (310) 783-3237

Honda Navi

America Honda Motor Co., Inc.

Honda Customer Service

MS 500-2N-7A

1919 Torrance Blvd.

Torrance, CA 90501-2746

If you desire more detailed information on detailed map coverage, contact any Honda dealer. You may also contact Honda Customer Services. Map coverage information is at the Navigation DVD order link, “ordering a Navigation DVD” at: www.honda.com

Visiting Your Dealer

We strive to make this manual as complete as possible and to answer all questions regarding operation of the system. Occasionally you may run into a specific issue that you cannot find in the book. You may save yourself a trip to the dealer by first consulting the following resources:

- The Troubleshooting section (see page 119)
- The Frequently Asked Questions (FAQs) section (see page 112)
- The navi FAQs found on the on-line DVD order site (see “Obtaining a DVD”)
- For detailed questions regarding audio or other systems that interact with the navigation system, see the main vehicle Owner’s manual, or the Quick Start Guide

- Call Honda Customer Relations (see “Honda Automobile Customer Service”)
- For database or POI issues, follow the guidelines in the “Reporting Errors” section (see page 100)

If your question is still unanswered and you wish to visit the dealer, please be prepared to demonstrate the issue to the service writer. That way, the writer can document the issue for the factory to allow more efficient troubleshooting. Some issues may at first seem random, but you may notice a pattern, like it only occurs when you enter some specific address, or when driving on a certain road, or just when it’s cold. This information is very useful to the service writer. Be patient, the tech may be unfamiliar with your specific issue.

Obtaining a Navigation Update DVD

Honda is continually expanding the scope of the navigation system. Upgraded software may be made available to navigation system owners periodically, usually in the fall of each year.

To purchase an updated DVD or a replacement DVD, call (888) 291-4675. You can also order on-line at the Navigation DVD order link, “ordering a Navigation DVD” at: www.honda.com

NOTE:

- *DVDs are not available at your dealer. However, the dealer may order a DVD for you as a courtesy. There is no program for free DVD updates.*
- *The DVD order line staff cannot answer technical questions regarding navigation operation, coverage, or POIs.*

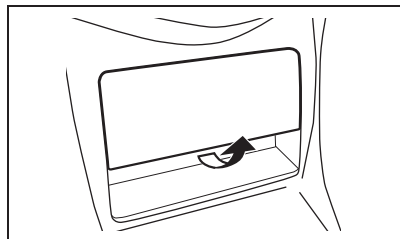
Customer Assistance

Changing the DVD

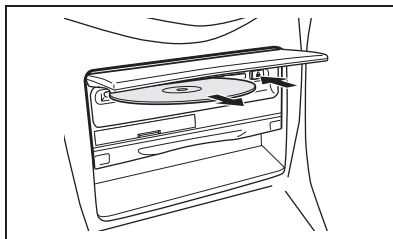
NOTE:

The system's database is stored on a removable DVD. The system will not work without the DVD. Ensure the door remains closed at all times.

1. Remove the DVD while the ignition switch is in the Accessory (I) position or in the ON (II) position.
2. Locate the control unit. It is in the console compartment.



3. Push the Eject button. The DVD will automatically come out and an error message will display on the screen. This is normal.



4. Pull the DVD straight out. Hold the DVD by the edges. Fingerprints, scratches, or other contamination on the playing surface can make the DVD unreadable.

To install the Navigation DVD, make sure the white label is facing up. Slide the DVD into the slot. The DVD is automatically pulled into the control unit. Make sure you close the door.

NOTE:

The system will not play movies or other video/audio discs.

NOTE:

Never "sneak preview" a newer white labeled DVD in the system unless you plan to keep it. The system cannot automatically "revert back" to a prior version DVD. If you must revert to a previous version DVD after loading a newer version, see your dealer for assistance.

PC Card

A PC card is not supplied. The PC card slot is for factory use only. This slot cannot be used to play audio files.

