GARMIN.

Frequently Asked Questions

Contents

1. How long will it take for a map update?

There are 4 primary steps in the map update process and each step will have its own approximate elapsed time:

1. Plug your USB stick into your SmartNav/NavPlus system, choose **Settings > System > About > Upgrade Map.**
   a. This process will take ~2 minutes
2. Plug your USB stick into your PC; you will be prompted to download the Garmin OEM plug-in tool. (this will allow the Garmin website to transfer information from your USB stick)
   a. This process will take ~1 minute
3. Once the OEM plug-in has installed, you will need to revisit www.garmin.com/paccar and choose Scan USB. You will then be presented with a list of vehicles to choose from. Once you choose a vehicle to update, pay for the update, and select download, the map will be downloaded directly to your USB stick.
   a. This process will take ~1-3 hours depending on your internet connection. A broadband connection is required.
4. Once the map has completely downloaded to your USB, take the stick to your vehicle and plug it in. The map will then be transferred to your SmartNav/NavPlus system.
   a. This process will take ~40 minutes

2. What happens if I remove the SmartNav/NavPlus system from 1 vehicle and place it into another vehicle?

Your SmartNav/NavPlus system will still work as intended.

Once you register your vehicle, you will notice that Garmin captures your VIN, Garmin unit ID, and make/model of your vehicle. If you then transfer your SmartNav/NavPlus system to a different vehicle, this information will no longer be correct. To ensure that you are downloading the correct map for the correct unit, please make use of the "KeyWord" designation so you can remember which vehicle has the appropriate SmartNav/NavPlus system.

3. How do I know when a new map update is available?

Once you have registered your vehicle (s), Garmin will designate whether or not the map you have in your vehicle is the latest. Garmin will provide users with the ability to purchase a map update for Peterbilt and Kenworth vehicles annually.

4. **I've encountered an inaccuracy in the current map version installed in my vehicle and I'm running the latest version. Is there any way to notify Garmin so they can fix it?**

   The SmartNav/NavPlus system that you have installed utilizes a map database from Navteq. If you encounter any inaccuracies in road coverage, incorrect signs, etc. please make note and visit https://my.garmin.com/mapErrors/report.faces to document your observations. This information will immediately be provided to Navteq so they can verify and provide Garmin with the appropriate resolution for an upcoming release.

5. **I drive my vehicle into Canada and/or Mexico. Will I have map coverage in these countries as well?**

   The latest map update from Garmin includes commercial truck coverage in both Canada and Mexico.

6. **How can I add paccar.garmin.com as a trusted site in Internet Explorer 11?**

   Follow the below instructions to add paccar.garmin.com to the trusted site list:

   1. Close all Internet Explorer windows
   2. Press the Windows key on the keyboard
   3. Type Internet Options
   4. Click Internet Options
   5. Click the Security tab
   6. Select Trusted sites
   7. Click the Sites button
   8. Uncheck Require server verification (https:) for all sites in this zone (if checked)
   9. Type paccar.garmin.com in the text box at the top of the window
   10. Click Add
   11. Close the Trusted Sites window
   12. Click OK