



NUMBER: 08-062-12

GROUP: Electrical

DATE: November 29, 2012

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SUBJECT:

Tom Tom Message Searching For GPS Or Can't Pair With Blue And Me

OVERVIEW:

This bulletin involves updating the software or replacing the unit if instructed.

MODELS:

2012 (FF) Fiat 500

NOTE: This bulletin applies to vehicle built before July 26, 2012 (MDH 0726XX).

SYMPTOM/CONDITION:

The customer may experience one the following conditions:

- The device packaging is correct and the splash screen shows the Blue and Me Tom Tom logo, but the device doesn't include the "Find Blue and Me" icon on the main menu. The device can be used as a normal Tom Tom, but the extra functions including pairing with the Blue and Me module are not available.
- The device will only display a message "Searching for GPS". Due to a software error on the internal clock, the Tom Tom device did not detect the 2012 Leap Year / Leap day of February 29. As a result, the device could no longer detect GPS satellite signals after April 1, 2012.

DIAGNOSIS:

1. Is the message displayed "Searching for GPS"?
 - a. Yes >>> Proceed to [Step #3](#).
 - b. No >>> Proceed to [Step #2](#).
2. Is the condition, the customer can't pair the Tom Tom with the vehicle?
 - a. Yes >>> Proceed to [Step #5](#).
 - b. No >>> This bulletin doesn't pertain, follow normal diagnostic repair procedure.
3. Check the software version date. Select "Settings", then "Me and My Device", then "About My Device". The second line of the text will indicate the current software date.
4. Is the software date 4/5/12 or later?
 - a. Yes >>> This bulletin doesn't pertain, normal diagnostic needs to be performed.
 - b. No >>> Perform the repair procedure, proceed to [Step #1](#).
5. Does the Tom Tom serial number begin with "TC"?
 - a. Yes >>> The unit needs to be replaced, proceed to the repair procedure [Step #2](#).
 - b. No >>> This bulletin doesn't pertain, normal diagnostic needs to be performed.

PARTS REQUIRED:

Contact the Tom Tom Customer Care line at 1-866-486-6866 for replacement parts.

Please do not contact FIAT USA or the Chrysler Warranty team..

Callers will be routed to a team of Care specialists who are trained in handling FIAT product questions. The Care specialist will ask for the device serial number which is located on the bottom of the Tom Tom screen. The caller might also be asked to activate the device and give software version information.

REPAIR PROCEDURE:

1. The software can be updated by either the customer or dealer. Gain access to web site <http://www.fiatmapfix.com>, and follow the on screen instructions to update the software.

NOTE: If the dealer or the customer doesn't have internet access to update the unit, contact the Tom Tom Customer Care line at 1-866-486-6866 for a replacement unit with updated software.

2. Contact the Tom Tom Customer Care line for a replacement part.
3. Return the vehicle back to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-20-02-91	Tom Tom - Update or unit replacement	No Charge
95-08-20-06	Special service LOP for flat dollar amount	\$15.00

FAILURE CODE:

ZZ	Service Action
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