



SI B65 07 09
Audio, Navigation, Monitors, Alarms, SRS

July 2015
Technical Service

This Service Information bulletin replaces SI 65 07 09 dated April 2011..

NEW designates changes to this revision

SUBJECT

Navigation System Has Missing or Incorrect Road Map Data

MODEL

All models with option 609 (Navigation System Professional) and NAV road map from Tele Atlas®

SITUATION

The route guidance is inaccurate and therefore irritating to the customer; or it is not possible to locate certain addresses, for instance:

- Street name, house number or city is missing or incorrect
- Point Of Interest (POI) is missing or incorrect
- Map feature is missing or incorrect
 - Bridge
 - Roundabout/rotary
 - Housing development/estate

The route calculation has discrepancies for certain addresses, for instance:

- Distance is incorrect
- Travel time is incorrect
- Changes regarding vehicle restrictions
 - Lane direction changes, dependent on time and day
 - One way streets
 - Highway exits
 - Toll roads

CORRECTION

The Tele Atlas® Road Map has incorrect or missing data.

NEW INFORMATION

Do not replace parts and do not program the vehicle.

Roads change by up to 15% every year. To ensure the best navigation experience, we do everything in our power to create the best maps. Your reports help us to detect changes in your area and keep future versions of our maps as accurate as possible.

Therefore, a road map error or missing data must be reported directly to TomTom by accessing the following link (for BMW customers): <http://www.mapsharetool.com/external-iframe/external.jsp>

If all the necessary information on the error or missing data is available, the dealer can report the issue directly on the map error website.

IMPORTANT HINT:

Before reporting a road map error or missing data, check the NAV road map version installed in the head unit of the vehicle.

If the NAV road map version is not the most up-to-date version compare the behavior on a similar vehicle with the most up-to-date version to verify if the error or missing data is not already resolved with the newer NAV road map version.

NOTE: NAV road map updates can only be performed on a customer pay basis.

** WARRANTY INFORMATION**

Not applicable.

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