

Garmin don't want to know about bugs

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- *From:* Vartan Narinian <vsn@xxxxxxxx>
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I'm relatively new to Garmin; Around a year ago I bought a new Atlantic Quest and a secondhand Atlantic GPSMAP 60C. While I'm reasonably happy with the products, their support has been absolutely useless.

It is inevitable that people will discover bugs when using the product. Garmin tech support took weeks to come up with rubbish responses 'explaining' the wrong behaviour. Sometimes you could tell from the way the response was written that they knew even less than can be learned by reading the manual.

Once I managed to get a more experienced first-line support guy and convinced him that the behaviour was erroneous and in fact contrary to the manual. He sent the request to the second-line guys who came up with the fantastic one-liner "This is by design."

Nice one Garmin. Your support ranges from non-existent to insulting. And to think that I paid full UK price (approx. twice the US price) has pissed me off even more. See if you ever see a penny from me again.

Contrast this behaviour with NAVTEQ, who supply the MapSource maps. Every single discrepancy I reported has been investigated in the field, the problem corrected and a followup emailed.

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Vartan

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