

Re: More MapSource unlock madness...

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- *From:* "Alan Adrian" <ara_@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 2 May 2006 16:51:28 +0200
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While I sympathize you regarding Garmin Sales propensity to make people feel that they didn't have access to enough information to make an informed buying decision, and that this has been going on for a long time... (How many time do we get asked about downloading 3rd party maps to Garmin map units?...)

I even went to great lengths to find out the degree of your particular problem (as it applies to me) by using the map authoring tools to open the CN8 index map, grab the tile numbers, and do the math.... (no one should have to resort to doing this before upgrading, IMHO)...

In the end I upgraded, despite the fact that I own a 60C....

With CS6 before, I still couldn't do more than a day's motorway driving without adding maps. (I can get from Holland to the Alps on a load of CS6)... so I had to carry a laptop with me on my trips... This hasn't changed with CN8... because I still have CN6 on my harddrive...I use CN tiles where possible, fill in the gaps with CS6 tiles...

I agree with you about the lousy practice of forcing people to upgrade the map in order to find out that the new larger tiles don't fit their usage style, then when they buy a new unit with larger memory (the next week....) have to pay for the maps again... sucks for sure...

And this fits exactly with my views of how Garmin Carpet Baggers do business...

Great company, great engineers, great after-sales service and help.... lousy sales practices...

If talking to a person at Garmin can't get you a resolution on this problem, I agree that voting with your feet is about the only satisfactory solution...

Al...

<simon@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:1146475088.198781.262430@xx

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Well, Garmin C/S have got back to me after several weeks, and are basically being completely unhelpful. They have said that they made it clear that the map tiles in CN8 are bigger than those in CS6, pointing out a web address on their site which includes the classic remark "Version 8 now includes larger map segments for easier map selection and downloading – so there's less chance you'll miss an area when planning your next trip!*" and the footnote "*Some units with smaller memory will have limited loading capabilities." (Personally, I think a more accurate version would be "Version 8 now includes larger map segments, so there's less chance you can actually fit all of the area you need into memory, due to the requirement to include massive areas you don't care about"...))

Anyway, I am basically confronted with three options:

1. Live with the reduced mapping functionality on my 60CS
2. Give up on Garmin, and buy a new receiver and mapping from someone else – Magellan?
3. Buy a 60CSx and pay for a third map unlock.

But I think there is a snag with option 3. Even if I do buy a third unlock, when CN9 comes out and I want to upgrade, it seems that the "default" receiver registered with my account is my original 60CS, which I would get rid of and replace with the 60CSx. So when I buy the upgrade to CN9, one of the unlocks will automatically be for a receiver I no longer own, and I will end up having to buy *another* extra unlock so I can use the CN9 maps on both my 60CSx and my 296. This is sheer madness!

I've emailed Garmin to point this out, and to suggest that there *has* to be a way to "unregister" a receiver from their records if you upgrade, not just if you get it stolen or damaged. If I don't get a suitable response, I'm going to Magellan – I do not see why I should have to pay extra to have the right to choose which receivers I install my 2 legal unlocks on.

Simon