

## Re: MapSource unlocks – the final straw...

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- *From:* Burnie M <[burniem@xxxxxxxxxxxxxxxx](mailto:burniem@xxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 12 May 2006 07:33:02 +1000
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Ever looked at the CoPilot unlock policy ?

You pay more for a single unit only

On 11 May 2006 10:30:21 -0700, [simon@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:simon@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx) wrote:

Garmin have finally got back to me with answers to my queries about MapSource unlocks.

I pointed out that you can't even find out how much an unlock for an additional unit costs without providing a serial number, necessitating the purchase of the new unit before you can see how much you need to pay to put your maps on it. I have now found that to unlock City Navigator 8 Europe for an additional GPS costs over \$170. That's compared to a new "automotive kit" (the only way to buy City Nav Europe – you can't buy the disc on its own) for £135.

Even worse, once you have bought MapSource and registered it to the first unit, that unit is always the unit for which one unlock is used every time you upgrade. Even if you don't even own that GPS any more, it still takes one of your two unlocks each time you pay for an upgrade, and there is apparently no way around this.

So the next time the cartography is updated, to use it on two new GPS units I've bought since I first unlocked it (having sold the original unit), I would have to pay a \$75 upgrade fee, and \$170 on top for the third unlock.

I'm sorry, Garmin, but you just lost me as a customer. I can't believe this policy – especially not the part about having one unlock permanently used on every upgrade. Surely other people have complained about this?

S.

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