

Category: T	<i>M-tips</i>	Ref. No. MME/GJ03/13	Page 1 of 4
Model: CX-5(KE) & Mazda6(GJ) with TomTom NB-1 Navigation System		Date Issued May 24, 2013	Date Revised
Subject: NAVIGATION FUNCTIONALITY CONCERNS		Applicable Countries or Specification Europe	

DESCRIPTION

On some vehicles equipped with TomTom NB-1 Navigation, the customer may complain about any of the below concerns. Please conduct Navigation unit re-boot/software update prior to performing any diagnostics on the navigation system for these functionality concerns. In most cases, re-boot Navigation unit/updating to the latest software (10.817 or later) version would fix the concern and improve the user interface.

The following symptoms may be corrected by rebooting

- Navigation is freezing while operating or does not start
- Monochrome display (colours missing) and/or GPS signal missing
- Live service no longer available

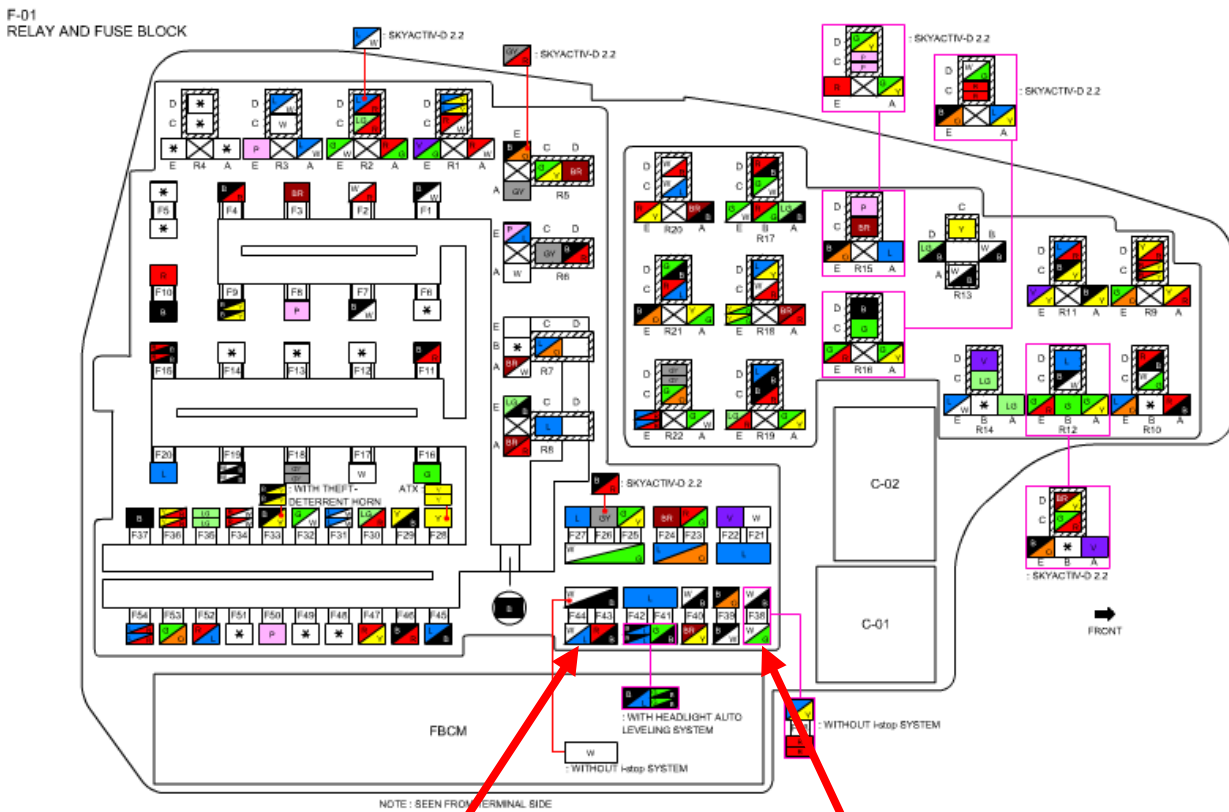
The following symptoms may be corrected by software update

- Screen locks up to a "black screen"
- Screen freezes while driving.
- Screen gets stuck at TomTom logo (splash screen) during start up.
- No Map Found error although SD card contains map data.
- Yellow screen with message "Insert SD card".
- The message "Waiting for a valid GPS signal" appears.
- Current car position (CCP) turning 180 degrees when driving in reverse.

Procedure

1. Navigation unit Re-boot

For symptoms like "Navigation is freezing while operating or does not start", "monochrome display (colours missing) and/or GPS signal missing", "live service no longer available", it often helps to switch IG off and remove the Audio Fuse 1 (15A F44) and Audio Fuse 2 (7.5A F38) for about 5 minutes. After re-inserting both fuses and switching IG on, TomTom navigation box will boot complete new including reading S/W from SD-card (if you push the NAV button you will see a black screen with TomTom logo after short time).



Audio Fuse 1 (15A F44)

Audio Fuse 2 (7.5A F38)

Audio Fuse 1 (15A F44)

Audio Fuse 2 (7.5A F38)

2. Software Update

For other software problems you can check for available updates using TomTom Home2 application. There is a free download at TomTom homepage e.g.:
<http://www.tomtom.com/services/service.php?id=16&tab=87>

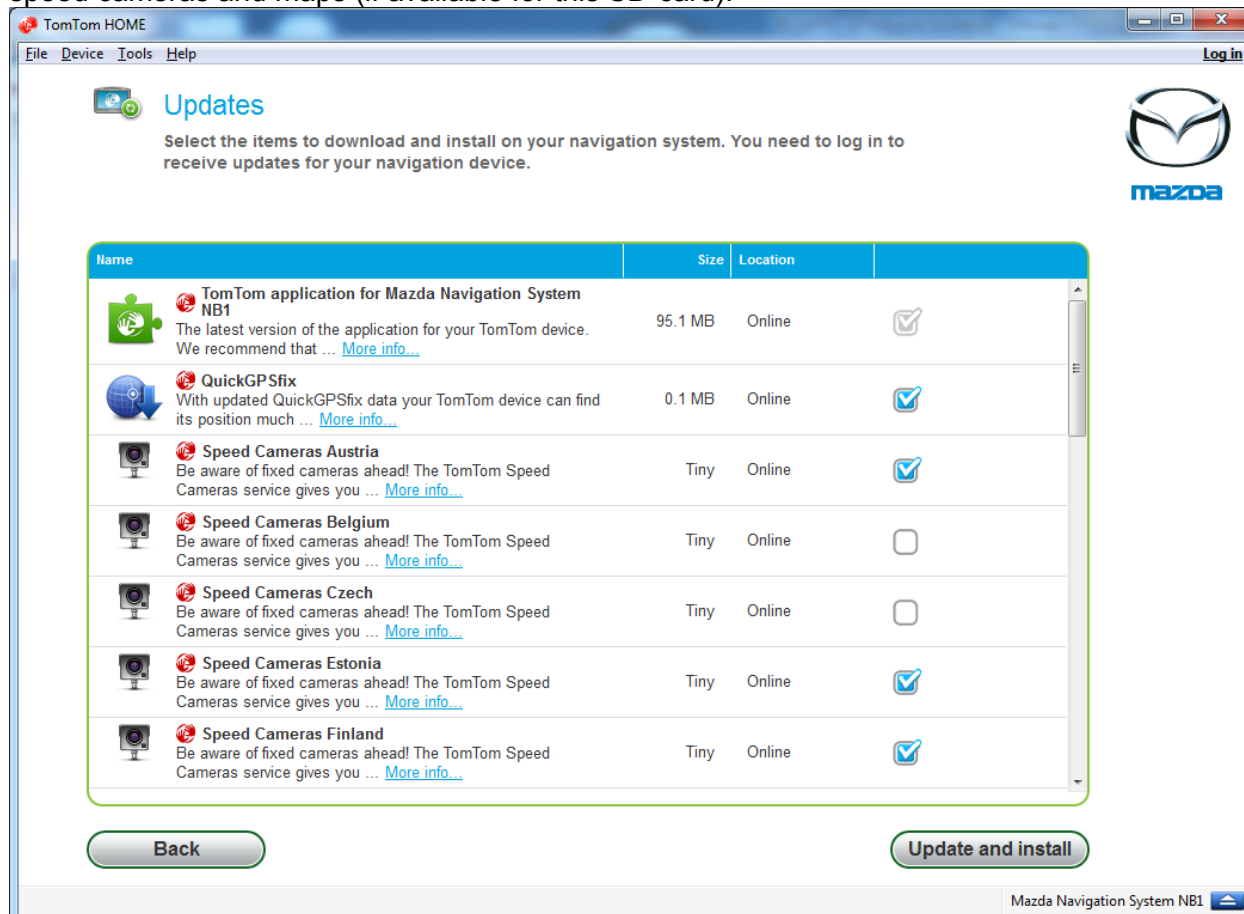
There is no need to use the account data from customer for checking the updates. The installation of updates of course have to be made by customer (registration at TomTom needed).

Please find some examples below :

Insert SD-Card to PC

TomTom HOME will start and search for available updates.

You will get a list of available S/W updates (so called TomTom application), QuickGPS fix, speed cameras and maps (if available for this SD-card).



When clicking on [More info...](#) at TomTom application, you will see the application S/W version number and details e.g.:

TomTom application for Mazda Navigation System NB1

The latest version of the application for your TomTom device. We recommend that you update so that you always have the latest features and the best performance on your TomTom. For a list of changes made in this application, see www.tomtom.com/6141 Note: If your TomTom or TomTom application has been adapted by your employer, IT administrator or any company other than TomTom, please check with the supplier before you install our latest application. This applies to any applications based on the TomTom SDK.

Price: **Free**

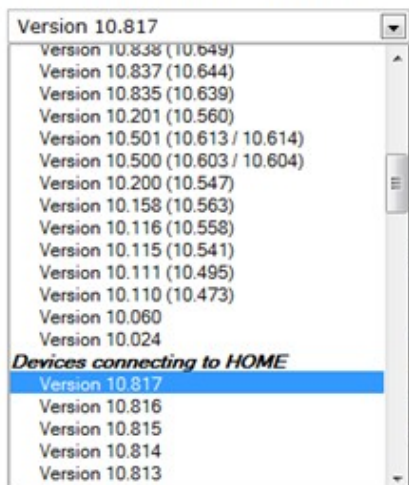
Size: 95.1 MB

Version: **10.817**

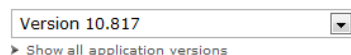
and URL to TomTom homepage (e.g. www.tomtom.com/6141) for further details of modification:

Select the application version number from the dropdown list below.

[How can I check my application version?](#)



[How can I check my application version?](#)



Version 10.817

(Mazda Navigation System NB1)

Fixes:

- In some cases while driving backwards, the car-symbol pointed in the wrong direction.
- In a very few cases during startup, a 'stopping voice control' message was spoken but voice control remained on.
- In some cases, the navigation system did not connect with the HeadUnit/Radio.
- Pressing the back-button on the 'commander' could display the wrong screen.
- Where a road was reported closed by a traffic information source, the system might not have correctly recalculated a route avoiding the roadblock.

Improvements:

- You can now access the main menu using a dedicated button on the screen.
- When pressing the NAV button on the HeadUnit/Radio, you now go to the main navigation screen.
- In the background of the Speech Recognition screen, you can now easily read the most important commands.
- For POI selection, **POI in city** has become **POI in a city** to make it clear that you must first enter a city name.

or

QuickGPSfix

With updated QuickGPSfix data your TomTom device can find its position much faster, especially in densely populated areas and possibly even indoors.

QuickGPSfix data contains information about where the GPS satellites are going to be for the next 7 days. To get the fastest possible GPS fix, make sure you update the QuickGPSfix data as often as possible and at least once a week.

Price: [Free](#)

Size: 60 KB

Version: 1367399634