

## How to report HGV problem routes and other satnav mapping errors to the Satellite Navigation Mapping Companies

Satnav technology now enables lorry specific satnavs to filter out minor unsuitable routes however anomalies in the mapping system still occur. Simple online procedures for reporting mapping errors are available on the satnav mapping providers' websites. They can be used to report any satnav routing errors or changes to local roads, not just problems with lorries. The Satnav mapping companies will investigate the problem location and change the mapping if appropriate.

Satnav systems use a combination of data from a variety of sources. Base mapping is provided by the Ordnance Survey and then processed by satnav mapping specialists into a format for use on Satnav systems. Most satnav systems throughout the world now use specialist mapping provided by **TomTom** (formally teleatlas) and **here** (now part of Nokia and formally navteq).

### Making a map change report to TomTom

- Go to <http://www.tomtom.com/mapshare/tools/>
- You will need to enter an email address and password the first time you use it
- This should take you to the TomTom Map Share Reporter page
- Enter address (village name is ok) or enter post code in the **find location** box in the top right hand corner of the map to select area where map change is needed.
- Zoom in to precise location using +/- tool at bottom of page
- Select an icon from "**choose what to report**" on the left on the screen. You may need to zoom in to your precise location. A **push-pin** icon will appear in the left hand panel
- Drag the pin to your location. This will open up a dialogue box in the left hand panel
- Enter a description of the problem in the box and submit
- An orange disk will appear on the map at the report location
- Go back to the map at a later date and check the status of your report by clicking on the orange disk

### Reporting a mapping error to here:

- Go to [www.here.com](http://www.here.com)
- Open up home page. You will need to enter an email and password
- Select **Map Creator** from top menu bar
- Enter address (village name is ok) or enter post code at "**find an area to edit**" on top menu bar to select area where map change is needed.
- Zoom in to precise location using +/- tool at bottom of page
- Right click on location to open up address box
- Click on "**Report map changes**" and then select type of change
- Enter a description of the problem in the dialogue box and submit
- You will be sent an email on the status of your report

The Here mapping website is not yet fully operational or compatible with Surrey County Council's website browser. In the meantime an email address where issues relating to satnav errors can be sent has been set up. The email address is:

**[satnav.report@surreycc.gov.uk](mailto:satnav.report@surreycc.gov.uk)**

Peter Hitchings - 18 February 2014

## Tandridge Freight Review

### Example of satnav map error report – Old Hill Woldingham

The screenshot shows the TomTom Map Share Reporter interface. At the top, there's a search bar and navigation links. The main map area displays a road network around Tandridge, with a specific road highlighted in red. A pop-up window provides details about a reported error on this road, including the submission date, user comments, and coordinates. Below the map, there's a 'Choose what to report' section with various icons representing different types of road issues that can be reported, such as blocked/unblocked, traffic direction, tolls, and speed cameras. The bottom of the page contains a footer with privacy policy and copyright information.

**Map Share™ Reporter**

Submitted 20 Jan 2014 15:56  
Comments: This road is regularly used with very narrow lorries which are impassable for HGV's. Delivery lorries are regularly stuck and having difficulty turning around. The alternative Woldingham road is more appropriate for HGV's.  
Coordinates: 51.28295, -0.04323

**Choose what to report**

- Address
- Roundabout
- Bridge
- Speed camera
- Blocked or unblock
- Traffic direction
- Toll
- Narrowway slip road
- Other

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