

## Technical Bulletin

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Date Revised:	-	Written By:	B. WOODS
Model/Part No.:	VM9726BTC, VX7020A		

**Re:** Latest Map Guarantee (LMG) Free Update Period

**Details:** The JENSEN in-dash radio/navigation systems listed above include a 30-day free map update through Naviextras. To check for and receive this free update, connect your unit's microSD card to your Windows PC using the Naviextras Toolbox (see details in your Navigation manual) within 30 days from the date of purchase. After the 30-day LMG period, you can continue to use the Naviextras to purchase additional map updates.

It is important to note that the 30-day LMG period begins once the in-dash unit **first receives GPS signal AND has traveled at least 20km (12.5 miles).**

Owners should check for their free update within 30-days from the date of sale of their new RV. If you receive a message stating the LMG has expired within your first 30 days, this would indicate the in-dash unit has been activated prior to the date of sale of the RV (unit was turned ON and put into NAV mode and driven during delivery, test drive, etc.).

If you receive this expiration message within 30-days from the date of purchase, you will need to fill out the contact form at the link below for assistance. Here you will be able to **attach a copy of your bill of sale for the RV.** If you are within 30-days from the date of sale, Naviextras will assist in obtaining the free map update.

<https://www.naviextras.com/shop/portal/support?selectedTab=contactus>

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You will very soon receive an automated receipt confirmation e-mail. You will find the ticket ID in the subject, please do not remove or change it. Our Support team will send you an answer during CET (UTC+1) working hours, expectedly within 2 working days.

Subject \*

General problems ▾

\* REQUIRED FIELD

**SEND MESSAGE** ▶

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E-mail \*

General problems

Question / comment \*

**Add attachment**

\* REQUIRED FIELD

**SEND MESSAGE** ▶

Click here to attach a copy of your bill of sale.