

## Test certificate for TomTom on-board navigation system

<b>Stichting Onderzoek Navigatiesystemen</b> Muzenstraat 89, 2511 WB The Hague NL Email: <a href="mailto:secretariaat@stichtingonderzoeknavigatiesystemen.nl">secretariaat@stichtingonderzoeknavigatiesystemen.nl</a>		<h1>Test certificate</h1>	
<b>This certificate relates to the following systems tested:</b>  TomTom Go, TomTom One, TomTom Rider, TomTom One XL, TomTom Go 720T		<b>Test date: November 2007</b>  <b>Test protocol: see this report</b>	
Description	Result	Error details	
<b>Test investigation: finding the correct routes</b>			
A – Avoid residential areas in route (kid killer test)	error	KILLING ERROR	
B – Avoid residential access roads in route within built up area	error	KILLING ERROR	
C – Avoid residential access roads in route outside built up area	error	KILLING ERROR	
D – Avoid local roads when driving on motorways	ok		
<b>Test investigation: preventing searching behaviour</b>			
<b>1 – Motorways</b>			
A – Show number of lanes when motorway divides	error	dangerous manoeuvres, traffic jams, risk of accidents	
B – Show number of lanes at exit	error	dangerous manoeuvres, traffic jams, risk of accidents	
C – Show exits close together, warning	error	dangerous manoeuvres, traffic jams, risk of accidents	
D – Lane instructions at motorway junctions	error	dangerous manoeuvres, traffic jams, risk of accidents	
E – Warning when slip road turns into exit	error	dangerous manoeuvres, traffic jams, risk of accidents	
<b>2 – Non motorways</b>			
A – Indicate sorting lane	error	slowing of traffic flow	
B – Warning ahead of lane selection	error	dangerous manoeuvres	
<b>3 – Various</b>			
A - Tunnel navigation	error	dangerous manoeuvres, traffic jams, risk of accidents	
B – Road signs – motorways	error	false information, traffic jams, risk of accidents	
C – Road signs – exits	error	false information, traffic jams, risk of accidents	
<b>4 – Display</b>			
A – No superfluous data	ok		
B – Data easy to read	ok		
C – Symbol quality	ok		
<p><b>If you see KILLING ERROR, the Stichting Onderzoek Navigatiesystemen advises you not to use the navigator.</b></p> <p>The TomTom systems were included in the investigation at a later date because the results of the off-board systems tested, with the exception of Nav4All, were so bad. The Stichting Onderzoek Navigatiesystemen was interested in seeing how TomTom, as a major market player (market share 52%), would perform when tested against the criteria. The conclusion is that TomTom fails against the most important test criteria. TomTom does fulfil the display criteria with its large display.</p> <p>TomTom fails to find the ring roads and consequently uses roads through residential areas and other roads that are not intended for through traffic. Navigation systems that direct drivers through residential areas where children play are popularly known as “kid killers”. The Stichting Onderzoek Navigatiesystemen blames this problem on software errors, which could have been prevented by using good testing procedures.</p> <p>On motorways and multi lane roads TomTom gives no lane instructions and drivers are not correctly warned about difficult situations ahead. In view of the high traffic density and high driving speed, TomTom puts the driver and other road users in danger. This causes traffic queues, congestion and accidents. TomTom fails to read the correct direction from a sign at a motorway exit, thus confusing the driver.</p> <p>TomTom’s complaint that it is the government’s fault that TomTom cannot find the ring roads is incorrect. This failure is caused by software errors, which are also to blame for the fact that traffic trying to escape queues is directed along the wrong roads. This increases the number of traffic accidents and casualties, disturbs the peace and quiet, and damages the environment in residential areas.</p>			