

GTM Traffic Receiver Troubleshooter

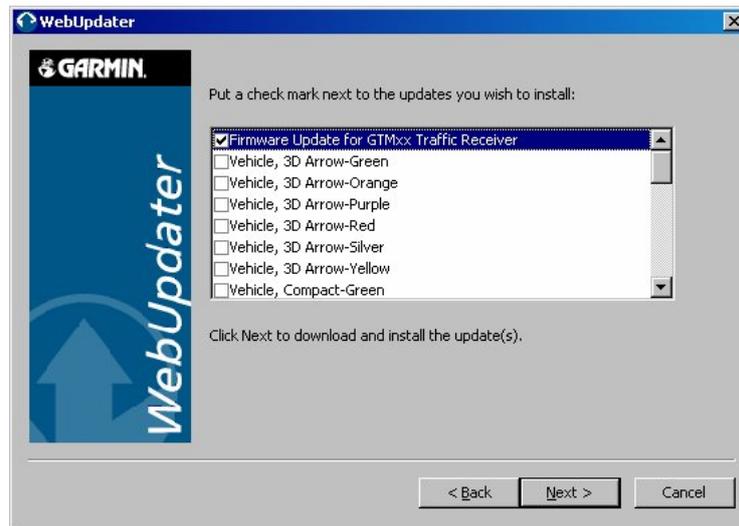
If you are experiencing problems with your GTM traffic receiver not receiving any traffic updates, then please find below a few things that you can try:

We have found when using the GTMs ourselves depending on where you mount the GTM traffic receiver can have a big effect on the reception of the traffic service. Please find some examples of how we mounted the GTM receiver:



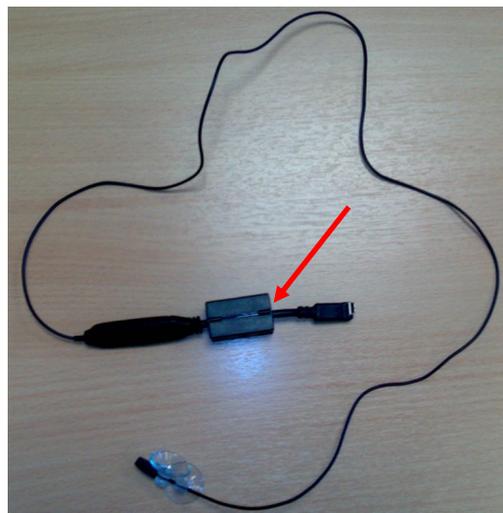
A few things to be aware of is to keep the GTM antenna away from any metal panels as these will work as a barrier and block the FM signals. Also some vehicles are fitted with UV reflective and heated front windscreens, again these will block the FM signals so you will not get a reception. If you have any of these screens then the best long term fix is the [GTM10](#) which is wired into the radio antenna in your car.

You can also make sure that your unit is running with the latest unit software, and also the latest GTM traffic receiver firmware. The easiest way to keep your unit up to date is to download and install the Garmin WebUpdater which can be downloaded from our Website, click [HERE](#). Once you have downloaded this connect your GPS unit and follow the onscreen prompts. You will see a screen similar to this if there is a GTM firmware update available for your unit:



Make sure there is a tick in the box and then click 'NEXT' to download and install the GTM update, you will get a screen to say that it has been successfully installed.

If this does not work then email back to me with your address details and I'll arrange for a suppression kit to be sent out to you. Once you receive this, clip it onto the GTM 12 receiver (as shown below). This is not a permanent fix, but we have found it to improve the signal.



If you have tried this and are still not getting any traffic updates, then let me know and I will keep your details and send you the permanent fix once Garmin US have released it.