SERVICE ALERT

NO.: 1420 Rev A

TO: Owners/Operators of Garmin G900X, G950, G1000, G2000, G3000, G5000, Cirrus Perspective™, and Embraer Prodigy™ Systems

DATE: April 29, 2014

SUBJECT: Standby Navigation Database

PRODUCTS AFFECTED

The following units are affected:
- G900X, G950, G1000, Cirrus Perspective, and Embraer Prodigy systems with GDU software versions 13.00 through 13.06, 14.00, and 14.01.
- G2000, G3000, G5000, and Embraer Prodigy Touch with GDU software versions 3.00 through 3.18 and 4.00 through 4.10.

ISSUE

Using the standby navigation database feature may result in the absence of navigation information when the standby navigation database is transferred to the active database. This occurs automatically at the next power-on cycle after the active database has expired and is indicated by the system message "NAV DB UPDATED – Active navigation database updated."

Until system power is cycled again (after the standby to active database transfer), navigation information may be absent and the HSI (Horizontal Situation Indicator) displays a "T" (normally indicates True North) following the HSI digital heading readout (refer to Figure 1) when True North is not selected.

NOTE

VOR, ADF (if equipped), and aircraft position (as depicted on the moving map) are not affected.

True North Indication

Figure 1

PILOT ACTION

- Only load navigation databases as an **active** navigation database. Do not load a navigation database as a **standby** navigation database. This is accomplished by always selecting the YES softkey when the following prompt appears:

```
DO YOU WANT TO UPDATE THE ACTIVE NAVIGATION DATABASE?
SELECTING YES WILL OVERWRITE THE ACTIVE NAVIGATION DATABASE.
            FROM            TO
REGION:     WORLDWIDE       WORLDWIDE
CYCLE:      0912            0913
EFFECTIVE:  19-NOV-2009     17-DEC-2009
EXPIRES:    17-DEC-2009     14-JAN-2010

NO WILL BE ASSUMED IN 28 SECONDS.
UPDATING NAVIGATION DATABASE, PLEASE WAIT.
```

- Whenever the "NAV DB UPDATED – Active navigation database updated." message is displayed, cycle system power (while on the ground). This message will only occur on the ground.

RESOLUTION

This condition is corrected by cycling system power after the standby navigation database is transferred to the active navigation database, as indicated by the system message "NAV DB UPDATED – Active navigation database updated."

An improved standby navigation database feature will be available in future software versions. <u>Do not use the standby navigation database feature until this has been resolved.</u>