

SERVICE ADVISORY

NO.: 1537 Rev A

TO: Owners and Operators of Aircraft Equipped with Garmin G2000, G3000, or G5000 Integrated Avionics Systems

DATE: July 24, 2015

SUBJECT: ChartView Database Verification Messages May Persist on GTC 570 Units after ChartView Database Installation or Update

PRODUCTS AFFECTED

This advisory is applicable to all aircraft equipped with Garmin G2000, G3000, or G5000 Integrated Avionics Systems.

ISSUE

ChartView database verification messages erroneously appear on the GTC 570 display(s) during initialization after the second power cycle following a ChartView database update.

On the first power cycle after updating/installing a ChartView database, the display units (GDUs) will verify the database. On the second power cycle, the GTC unit(s) will verify the database. Once verified, the ChartView database verification messages should not reappear until the next ChartView database update.

If this issue occurs, the messages can be cleared (per the on-screen instructions) with any knob press or after waiting the number of seconds shown on the display. After the messages are cleared, the GTC is usable, but the GTC charts key will be unusable (grayed out) until the ChartView database is verified (approximately one minute). Once verified, the charts function normally. This verification process will occur at each power on cycle unless the "Pilot Action" section is successfully completed.



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INITIALIZING SYSTEM
DATABASE CHART AIRPORTS WILL BE VERIFIED
BEFORE USE.
DATABASE CHART DB WILL BE VERIFIED BEFOR
E USE.
DATABASE CHART INI WILL BE VERIFIED BEFO
RE USE.
DATABASE CHART LINK WILL BE VERIFIED BEF
ORE USE.
DATABASE CHART TYPE WILL BE VERIFIED BEF
ORE USE.
DATABASE CHART JEPPIEN FONT WILL BE VERIFIE
D BEFORE USE.
DATABASE CHART JEPPIEN LS WILL BE VERIFIED
BEFORE USE.
DATABASE CHART LSS WILL BE VERIFIED BEFO
RE USE.
DATABASE CHART NOTAMS WILL BE VERIFIED B
EFORE USE.
DATABASE CHART TEXT WILL BE VERIFIED BEF
ORE USE.
DATABASE CHART CRC WILL BE VERIFIED BEFO
RE USE.
PRESS ANY KNOB TO CONTINUE.
-- MORE --
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Figure 1 ChartView Database Verification Messages

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PILOT ACTION

For 1 & 2 display systems:

If the ChartView database verification messages continue to appear on both GTC display(s) after two power cycles, perform the following Procedure A to resolve the issue. If the system messages are displayed on only GTC 1, perform Procedure B to resolve the issue. If the system messages are displayed on only GTC 2, perform Procedure C to resolve the issue.

For 4 display systems: If the ChartView database verification messages continue to appear on any of the GTC displays after two power cycles, perform the following Procedure D to resolve the issue.

Procedure A, Both GTCs Displaying the Messages

- 1) Power up the aircraft.
- 2) Pull (open) the circuit breakers for MFD, GTC 1, GTC 2 (leave the two PFDs on).
- 3) Push in (close) the circuit breaker for GTC 1, the ChartView database verification messages should appear.
- 4) Leave GTC 1 powered up for at least one minute.
- 5) Pull (open) the circuit breaker for GTC 1, then wait at least 30 seconds.
- 6) Push in (close) the circuit breaker for GTC 1, verify that the ChartView database verification messages no longer appear.
- 7) If the ChartView database verification messages appear again, repeat steps 2-6.
- 8) If the ChartView database verification messages no longer appear, pull (open) the circuit breaker for GTC 1.
- 9) Push in (close) the circuit breaker for GTC 2, the ChartView database verification messages should appear.
- 10) Leave GTC 2 powered up for at least one minute.
- 11) Pull (open) the circuit breaker for GTC 2, then wait at least 30 seconds.
- 12) Push in (close) the circuit breaker for GTC 2, verify that the ChartView database verification messages no longer appear.
- 13) If the ChartView database verification messages appear again, repeat steps 9-12.
- 14) If the ChartView database verification messages no longer appear, push in (close) the circuit breakers for GTC 1 and the MFD.
- 16) Wait for the system to fully power up, then power cycle the entire Integrated Avionics System.
- 17) If no ChartView database verification messages appear, the issue has been resolved and the system can resume normal operation. If ChartView database verification messages continue to appear, contact Garmin Avionics support for further instruction.

Procedure B, Only GTC 1 Displaying the Messages

- 1) Power up the aircraft.
- 2) Pull (open) the circuit breakers for MFD, GTC 1, GTC 2 (leave the two PFDs on).
- 3) Push in (close) the circuit breaker for GTC 1, the ChartView database verification messages should appear.
- 4) Leave GTC 1 powered up for at least one minute.
- 5) Pull (open) the circuit breaker for GTC 1, then wait at least 30 seconds.
- 6) Push in (close) the circuit breaker for GTC 1, verify the ChartView database verification messages no longer appear.
- 7) If the ChartView database verification messages appear again, repeat steps 2-6.

- 8) If the ChartView database verification messages no longer appear, push in (close) the circuit breakers for GTC 2 and the MFD.
- 9) Wait for the system to fully power up, then power cycle the entire Integrated Avionics System.
- 10) If no ChartView database verification messages appear, the issue has been resolved and the system can resume normal operation. If ChartView database verification messages continue to appear, contact Garmin Avionics support for further instruction.

Procedure C, Only GTC 2 Displaying the Messages

- 1) Power up the aircraft.
- 2) Pull (open) the circuit breakers for MFD, GTC 1, GTC 2 (leave the two PFDs on).
- 3) Push in (close) the circuit breaker for GTC 2, the ChartView database verification messages should appear.
- 4) Leave GTC 2 powered up for at least one minute.
- 5) Pull (open) the circuit breaker for GTC 2, then wait at least 30 seconds.
- 6) Push in (close) the circuit breaker for GTC 2, verify that the ChartView database verification messages no longer appear.
- 7) If the ChartView database verification messages appear again, repeat steps 2-6.
- 8) If the ChartView database verification messages no longer appear, push in (close) the circuit breakers for GTC 1 and the MFD.
- 9) Wait for the system to fully power up, then power cycle the entire Integrated Avionics System.
- 10) If no ChartView database verification messages appear, the issue has been resolved and the system can resume normal operation. If ChartView database verification messages continue to appear, contact Garmin Avionics support for further instruction.

Procedure D, Four GTC Systems Displaying the Messages (on any or all displays)

- 1) Power up the aircraft.
- 2) Pull (open) the circuit breakers for GTC 1, GTC 2, GTC3, and GTC4 (leave the displays on).
- 3) Push in (close) the circuit breaker for GTC 1, the ChartView database verification messages should appear.
- 4) Leave GTC 1 powered up for at least one minute.
- 5) Pull (open) the circuit breaker for GTC 1, then wait at least 30 seconds.
- 6) Push in (close) the circuit breaker for GTC 1, verify that the ChartView database verification messages no longer appear.
- 7) If the ChartView database verification messages appear again, Pull (open) GTC 1 circuit breaker and repeat steps 2-6.
- 8) If the ChartView database verification messages no longer appear, pull (open) the circuit breaker for GTC 1.
- 9) Push in (close) the circuit breaker for GTC 2, the ChartView database verification messages should appear.
- 10) Leave GTC 2 powered up for at least one minute.
- 11) Pull (open) the circuit breaker for GTC 2, then wait at least 30 seconds.
- 12) Push in (close) the circuit breaker for GTC 2, verify that the ChartView database verification messages no longer appear.
- 13) If the ChartView database verification messages appear again, Pull (open) GTC 2 circuit breaker and repeat steps 9-12.

- 14) If the ChartView database verification messages no longer appear, pull (open) the circuit breaker for GTC 2.
- 16) Push in (close) the circuit breaker for GTC 3, the ChartView database verification messages should appear.
- 17) Leave GTC 3 powered up for at least one minute.
- 18) Pull (open) the circuit breaker for GTC 3, then wait at least 30 seconds.
- 19) Push in (close) the circuit breaker for GTC 3, verify that the ChartView database verification messages no longer appear.
- 20) If the ChartView database verification messages appear again, pull (open) GTC 3 circuit breaker and repeat steps 16-19.
- 21) If the ChartView database verification messages no longer appear, pull (open) the circuit breaker for GTC 3.
- 22) Push in (close) the circuit breaker for GTC 4, the ChartView database verification messages should appear.
- 23) Leave GTC 4 powered up for at least one minute.
- 24) Pull (open) the circuit breaker for GTC 4, then wait at least 30 seconds.
- 25) Push in (close) the circuit breaker for GTC 4, verify that the ChartView database verification messages no longer appear.
- 26) If the ChartView database verification messages appear again, pull (open) GTC 4 circuit breaker and repeat steps 22-25.
- 27) If the ChartView database verification messages no longer appear, push in (close) the circuit breakers for GTC 1, GTC 2, and GTC 4.
- 28) Wait for the system to fully power up, then power cycle the entire Integrated Avionics System.
- 29) If no ChartView database verification messages appear, the issue has been resolved and the system can resume normal operation. If ChartView database verification messages continue to appear, contact Garmin Avionics support for further instruction.

RESOLUTION

This issue will be addressed in future software revisions.