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SERVICE LETTER

NO.: 21127 Rev A

TO: All Garmin Aviation Service Centers and Non-Certified Owners
DATE: January 12, 2022
SUBJECT: GTN™ Xi Series System Software Loader Images

PRODUCTS AFFECTED

The following units are affected:

Table 1. Product Affected

Model	Appliance P/N
GTN 625Xi	011-04629-00
GTN 635Xi	011-04630-00
GTN 650Xi	011-04631-()
GTN 725Xi	011-04632-00
GTN 750Xi	011-04634-()

DISCUSSION

The GTN Xi Series System Loader Images fail to load software on some GTN Xi units. When this occurs, the GTN Xi will either not power on when the software loader card is installed in the GTN Xi, or the GTN Xi will display a 'COM Needs Service' message in normal mode after the COM software appears to have been installed successfully.

SOLUTION

GTN Xi Series System Loader Images have been revised and updated on the Garmin website. It is strongly recommended to download the latest GTN Xi Series System Loader Image from the Garmin website.

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