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## SERVICE ADVISORY

NO.: 23043 Rev B

**TO:** G3X Touch™ Large-format Flight Display System Non-Certified Owners and Operators

**DATE:** November 1, 2024 (Originally Issued May 1, 2023)

**SUBJECT:** Inverted Pitch Trim Indication

**REVISION B:** Added Resolution

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### **PRODUCTS AFFECTED**

G3X Touch systems with Software Version 9.21 that receive Pitch Trim position from a Vertical Power VP-X Pro through RS-232 are affected.



### **NOTE**

Systems with Pitch Trim position that is determined by a GEA™ 24 or GSU 73 are not affected. Certified systems are also not affected.

### **ISSUE**

The pitch trim position gauge is inverted.

### **PILOT ACTION**

Do not rely on the G3X Touch system for Pitch Trim position indication.

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## **RESOLUTION**

Do the following to load G3X Touch Software Version 9.14:

1. Go to the Garmin website ([www.garmin.com](http://www.garmin.com)).
2. Download G3X Touch System Software Version 9.14 (006-B1727-AW).
3. Make sure an SD card reader is connected to the PC.
4. Put the SD card in the card reader.
5. Run the executable file that was downloaded in Step 2.
6. Follow the onscreen prompts to create a software loader card.
7. Select Finish to complete the process.
8. Eject the card from the card reader. The software loader card is now ready to use.
9. Attach the aircraft to ground power.



### **NOTE**

Take steps to prevent accidental power disruptions to the unit during the software loading process.

10. Touch and hold the 'MENU' key and energize the G3X Touch to enter Configuration Mode.
11. Release the 'MENU' key when the display activates and the GDU™ displays 'Configuration Mode.'
12. Make sure that all avionics are powered on.
13. Record all system configuration settings (including the Discrete Input and Output configuration settings).
14. Stop power to the G3X Touch.
15. Put the G3X Touch Software Loader Card into the SD Card slot.
16. Push and hold the right knob and apply power.
17. Allow 1-2 minutes for the display to update.
18. When the update is complete the display will reset and start in normal mode.
19. Allow the system to run for 10 minutes to complete the peripheral LRU software updates.



### **NOTE**

All avionics must remain powered during this time.

20. Stop power to the G3X Touch.
21. Remove the software loader card.

This has been fixed in G3X Touch Software Version 9.22. For a complete list of software changes refer to:

[https://www8.garmin.com/support/download\\_details.jsp?id=7129](https://www8.garmin.com/support/download_details.jsp?id=7129)