



PILATUS AIRCRAFT LTD. CH-6371 STANS, SWITZERLAND

SERVICE LETTER

SUBJECT: GARMIN SERVICE ALERT 050721-00

To all Customers and Operators:

Date: Nov 04/05

This Service Letter is issued to draw attention to the following information:

Garmin Service Alert: 050721-00

Garmin has issued Service Alert 050721-00 to highlight the possibility of a software problem which affects navigation equipment with these main software versions:

Equipment	Software Version
GNS 430 / 420 / 400	2.08 thru 5.00
GNS 530 / 500	All version thru 6.00
G1000 GDU	All version thru 5.00

PILATUS recommends Operators of aircraft with affected Garmin equipment to comply fully with Service Alert 050721-00 which calls for immediate action as follows:

- The 'Direct-to' waypoint must be selected **only** by highlighting that waypoint in the flight plan and pressing the 'Direct-to' key
- **Do not** use any other method of entering the 'Direct-to' waypoint.

The problem will be corrected with the next issue of each software update.

Operators requiring further information on this subject, please contact one of the addresses given below:

PILATUS AIRCRAFT LTD.,
CUSTOMER SUPPORT MANAGER,
CH-6371 STANS,
SWITZERLAND.

General Aviation
Tel : + 41 41 619 6208
Fax: + 41 41 619 7311
eMail: SupportPC12@pilatus-aircraft.com
Government
Tel: + 41 41 619 6226
Fax: + 41 41 619 6170
eMail: snolan@pilatus-aircraft.com

PILATUS BUSINESS AIRCRAFT LTD.,
PRODUCT SUPPORT DEPARTMENT,
11755 AIRPORT WAY,
BROOMFIELD, CO 80021.
USA

Tel : 303 465 9099
Fax: 303 465 6040
eMail: Productsupport@PilBal.com

PILATUS AUSTRALIA (Pty.) LTD.,
17 James Schofield Drive,
Adelaide Airport SA 5950,
AUSTRALIA

Tel : +61 (08) 8234 4433
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Free Call: 1800 445 007
eMail: info@pilatus.com.au

Attachments: Garmin Service Alert: 050721-00



SERVICE ALERT

DIRECT-TO WAYPOINT SELECTION

Service Alert: 050721-00

AFFECTED PRODUCTS:

- **GNS 430/420/400 Main S/W versions 2.08 through 5.00**
- **All GNS 530/500 Main S/W versions through 6.00**
- **All G1000 GDU S/W versions through 5.00**

ISSUE

In certain limited circumstances, conflicting navigation information can be provided when a selected 'Direct-to' waypoint is also a waypoint in a loaded terminal/approach procedure.

IMMEDIATE ACTION REQUIRED

This issue concerns only 'Direct-to' navigation to a waypoint that is already part of the loaded or active terminal/approach procedure. In this specific situation, the following applies:

- The 'Direct-to' waypoint must be selected **only** by highlighting that waypoint in the flight plan and pressing the 'Direct-to' key. Do **not** use any other method of entering the 'Direct-to' waypoint.

RESOLUTION

This issue will be resolved with the update of the system software as follows:

- **GNS 430/420/400 Main S/W version 5.01**
- **All GNS 530/500 Main S/W version 6.01**
- **All G1000 GDU S/W version 5.01**