



## SERVICE ADVISORY

NO.: 1030 Revision A

**TO: Marine, Recreation & Consumer Electronics Dealers and Customers**

**DATE: 23 July 2010**

**SUBJECT: Possible Radar Communication Loss when a Garmin GMR 18 HD Radar or a GMR 24 HD Radar Are Connected to a Garmin GPSMAP 700 Series Chartplotter**

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### **AFFECTED PRODUCTS**

This issue applies to the GMR 18 HD and GMR 24 HD radars with a serial number in the range 1DH000000 through 1DH0100365 (GMR 18 HD) or 1DJ000000 through 1DJ002356 (GMR 24 HD) when the radars are connected to the following products only:

GPSMAP 720	GPSMAP 720s
GPSMAP 740	GPSMAP 740s
GPSMAP 750	GPSMAP 750s

### **DESCRIPTION**

There is a high probability of communication errors between the radar and the chartplotter when a GMR 18 HD radar or a GMR 24 HD radar is connected to a GPSMAP 700 series chartplotter. The system may operate normally for a period of time until a communication error occurs and "Radar Service Lost" is displayed on the GPSMAP 700 series chartplotter. The chartplotter continues to operate normally except that it cannot display radar data from the GMR 18 HD or GMR 24 HD.

A hardware upgrade to the radar is necessary to resolve this issue.

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## **RESOLUTION**

If you have a GMR 18HD or GMR 24HD with a serial number in the following range (and you are or will be using the radar with a GPSMAP 700 series chartplotter):

- 1DH000000 through 1DH0100365 (GMR 18 HD)
- 1DJ000000 through 1DJ002356 (GMR 24 HD)

contact Garmin USA by phone at (913)397.8200 or (800)800.1020. In Europe, go to [www.garmin.com/support](http://www.garmin.com/support) and click **Contact Support** for the appropriate phone number for your country.

If dealers wish to keep their existing inventory of GMR 18 HD or GMR 24 HD radars, they should be sold only with GPSMAP 4000, 5000, 6000, or 7000 series chartplotters. Radars currently connected in a system with any chartplotter except the GPSMAP 700 series do not need to be returned.

Garmin will ship the replacement radars in advance of receiving your returned radar if you provide a credit card number for deposit. Please have your serial number and credit card number available when calling.

## **COMPLIANCE**

Mandatory only if the GMR 18 HD or GMR 24 HD is being used will be used with a GPSMAP 700 series chartplotter. Otherwise, compliance is optional.