



## SERVICE ALERT

NO.: 1640 Revision A

**TO:** Customers with the following Garmin devices:

- Garmin echoMAP™ 50/70 series and GPSMAP® 5x7/7x1/8x0/10x0 series chartplotters with software versions 6.00, 6.10, and 6.20
- Garmin GPSMAP 74xx/76xx series chartplotters with software versions 7.00, 7.10, and 7.20

**DATE:** 9 May 2016

**SUBJECT:** MANDATORY SOFTWARE UPDATE to address potential Garmin chartplotter GPS performance issues

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### **ISSUE**

Garmin has recently discovered an issue on Garmin echoMAP 50/70 series and GPSMAP 5x7/7x1/8x0/10x0 series chartplotters with software versions 6.00, 6.10, and 6.20, and Garmin GPSMAP 74xx/76xx series chartplotters with software versions 7.00, 7.10, and 7.20. This issue may cause the internal GPS to stop reporting accurate GPS position information. This issue will become apparent to the user under most circumstances because the speed and heading information reported by the chartplotter will not match the actual speed and heading of the vessel.

This issue only affects the following groups of customers:

- Customers who purchased a Garmin echoMAP 50/70 series or GPSMAP 5x7/7x1/8x0/10x0 series chartplotter manufactured between February 24, 2016 and April 22, 2016. See the list of Affected Products below.
- Customers who purchased a Garmin GPSMAP 74xx/76xx series chartplotter manufactured between February 24, 2016 and May 5, 2016. See the list of Affected Products below.
- Customers who updated their Garmin echoMAP 50/70 series or GPSMAP 5x7/7x1/8x0/10x0 series chartplotter software to versions 6.00, 6.10, or 6.20 between February 24, 2016 and April 22, 2016
- Customers who updated their GPSMAP 74xx/76xx series chartplotter software to versions 7.00, 7.10, or 7.20 between February 24, 2016 and May 5, 2016

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## **RESOLUTION**

The problem can be corrected in the short term by restarting the chartplotter. A mandatory software update (v6.30 for echoMAP 50/70 series or GPSMAP 5x7/7x1/8x0/10x0 series, and v7.30 for GPSMAP 74xx/76xx series) is currently available at no charge. This software update will correct possible GPS performance issues. Please update your chartplotter software as soon as possible, or bring your vessel to the dealer where you purchased your chartplotter for assistance with the software update. Your dealer was made aware of this update in Service Alert No. 1638.

Garmin always recommends updating your device to the newest software version available.

To check the current software version on the chartplotter, select **Settings > System > System Information > Software Information**.

To update the software, perform the following steps.

1. Download the latest Marine Software Update Bundle for the GPSMAP Series or the echoMap Series available on the Garmin website at [www.garmin.com/support/software/marine.html](http://www.garmin.com/support/software/marine.html).

These update bundles contain the appropriate chartplotter software versions for your device (v6.30 or v7.30).

2. Download the software update to an SD card following the instructions on the download page.
3. Update the device software following the instructions in your chartplotter owner's manual.

If needed, you can download the latest manual for your device at <http://garmin.com/manuals>.

4. After the update is complete, select **Settings > System > System Information > Software Information** on your device to verify that the chartplotter software is the correct version (v6.30 or v7.30).

If you have questions about the software update or calibrating the device, please contact your Garmin dealer.

## **AFFECTED PRODUCTS**

echoMap devices (SKUs listed):

|              |                                 |
|--------------|---------------------------------|
| 010-01095-00 | echoMAP 50s, w/XDCR             |
| 010-01095-01 | echoMAP 50s, w/o XDCR           |
| 010-01097-00 | echoMAP 50s, AUS/NZ , w/ XDCR   |
| 010-01097-02 | echoMAP 50s, UK/IRE , w/o XDCR  |
| 010-01098-00 | echoMAP 50dv, w/ XDCR           |
| 010-01099-00 | echoMAP 50dv, US Lakes, w/ XDCR |
| 010-01100-00 | echoMAP 50dv, AUS/NZ, w/ XDCR   |
| 010-01100-01 | echoMAP 50dv, UK/IRE, w/ XDCR   |
| 010-01104-00 | echoMAP 70s, w/XDCR             |
| 010-01104-01 | echoMAP 70s, w/o XDCR           |

|              |  |
|--------------|--|
| 010-01105-00 | echoMAP 70s, US Lakes, w/ XDCR             |
| 010-01106-00 | echoMAP 70s, AUS/NZ , w/ XDCR              |
| 010-01106-02 | echoMAP 70s, UK/IRE , w/o XDCR             |
| 010-01129-00 | echoMAP 70dv, w/XDCR                       |
| 010-01130-00 | echoMAP 70dv, US Lakes, w/ XDCR            |
| 010-01131-00 | echoMAP 70dv, AUS/NZ , w/ XDCR             |
| 010-01131-01 | echoMAP 70dv, UK/IRE , w/ XDCR             |
| 010-01300-00 | echoMAP 50dv, US Offshore, w/ XDCR         |
| 010-01301-00 | echoMAP 70dv, US Offshore, w/ XDCR         |
| 010-N1095-00 | echoMAP 50s,w/XDCR, Refurbished            |
| 010-N1096-00 | echoMAP 50s,US Lakes,w/ XDCR,Refurbished   |
| 010-N1099-00 | echoMAP 50dv,US Lakes,w/ XDCR,Refurbished  |
| 010-N1136-00 | echoMAP 50s,US Offshore,w/XDCR,Refurbished |

GPSMAP devices (SKUs listed):

|              |   |
|--------------|---|
| 010-01092-00 | GPSMAP 527                                  |
| 010-01092-01 | GPSMAP 527xs, w/ XDCR                       |
| 010-01092-02 | GPSMAP 527xs, w/o XDCR                      |
| 010-01093-00 | GPSMAP 547, US Offshore & Lakes             |
| 010-01093-01 | GPSMAP 547xs, US Offshore & Lakes, w/ XDCR  |
| 010-01093-02 | GPSMAP 547xs, US Offshore & Lakes, w/o XDCR |
| 010-01094-00 | GPSMAP 557, AUS/NZ                          |
| 010-01094-01 | GPSMAP 557xs, AUS/NZ , w/ XDCR              |
| 010-01094-02 | GPSMAP 557, UK/IRE                          |
| 010-01094-03 | GPSMAP 557xs UK/IRE Offshore, w/o XDCR      |
| 010-01094-04 | GPSMAP 557xs, AUS/NZ , w/o XDCR             |
| 010-01101-00 | GPSMAP 721                                  |
| 010-01101-01 | GPSMAP 721xs, w/o XDCR                      |
| 010-01102-00 | GPSMAP 741, US Offshore & Lakes             |
| 010-01102-01 | GPSMAP 741xs, US Offshore & Lakes, w/o XDCR |
| 010-01103-00 | GPSMAP 751, AUS/NZ                          |
| 010-01103-01 | GPSMAP 751xs, AUS/NZ, w/o XDCR              |
| 010-01103-02 | GPSMAP 751, UK/IRE                          |
| 010-01103-03 | GPSMAP 751xs, UK/IRE, w/o XDCR              |
| 010-01144-00 | GPSMAP 741xs/GMR 18HD Bundle                |
| 010-01144-10 | GPSMAP 721xs/GMR 18HD Bundle                |
| 010-01180-00 | GPSMAP 820xs w/DV transducer                |
| 010-01180-01 | GPSMAP 820xs w/o transducer                 |
| 010-01180-02 | GPSMAP 820xs Americas w/DV transducer       |
| 010-01180-99 | GPSMAP 820xs chartplotter                   |
| 010-01181-00 | GPSMAP 840xs w/DV transducer                |
| 010-01181-01 | GPSMAP 840xs w/o transducer                 |
| 010-01181-02 | GPSMAP 840xs w/DV transducer, New           |
| 010-01181-99 | GPSMAP 840xs chartplotter                   |
| 010-01182-00 | GPSMAP 820                                  |
| 010-01183-00 | GPSMAP 1020xs w/DV transducer               |
| 010-01183-01 | GPSMAP 1020xs w/o transducer                |
| 010-01183-02 | GPSMAP 1020xs Americas w/DV transducer      |
| 010-01183-99 | GPSMAP 1020xs chartplotter                  |

|              |                                    |
|--------------|------------------------------------|
| 010-01184-00 | GPSMAP 1040xs w/DV transducer      |
| 010-01184-01 | GPSMAP 1040xs w/o transducer       |
| 010-01184-02 | GPSMAP 1040xs w/DV transducer, New |
| 010-01184-99 | GPSMAP 1040xs chartplotter         |
| 010-01185-00 | GPSMAP 1020                        |
| 010-01305-00 | GPSMap 7408                        |
| 010-01305-01 | GPSMap 7608                        |
| 010-01305-02 | GPSMap 7408xsv                     |
| 010-01305-03 | GPSMap 7608xsv                     |
| 010-01305-10 | GPSMap 7408 J1939                  |
| 010-01305-11 | GPSMap 7608 J1939                  |
| 010-01305-12 | GPSMap 7408xsv J1939               |
| 010-01305-13 | GPSMap 7608xsv J1939               |
| 010-01306-00 | GPSMap 7410                        |
| 010-01306-01 | GPSMap 7610                        |
| 010-01306-02 | GPSMap 7410xsv                     |
| 010-01306-03 | GPSMap 7610xsv                     |
| 010-01306-10 | GPSMap 7410 J1939                  |
| 010-01306-11 | GPSMap 7610 J1939                  |
| 010-01306-12 | GPSMap 7410xsv J1939               |
| 010-01306-13 | GPSMap 7610xsv J1939               |
| 010-01306-14 | GPSMap 7610 Volvo Penta            |
| 010-01307-00 | GPSMap 7412                        |
| 010-01307-01 | GPSMap 7612                        |
| 010-01307-02 | GPSMap 7412xsv                     |
| 010-01307-03 | GPSMap 7612xsv                     |
| 010-01307-10 | GPSMap 7412 J1939                  |
| 010-01307-11 | GPSMap 7612 J1939                  |
| 010-01307-12 | GPSMap 7412xsv J1939               |
| 010-01307-13 | GPSMap 7612xsv J1939               |
| 010-01307-14 | GPSMap 7612 Volvo Penta            |
| 010-01379-00 | GPSMap 7407                        |
| 010-01379-01 | GPSMap 7607                        |
| 010-01379-02 | GPSMap 7407xsv                     |
| 010-01379-03 | GPSMap 7607xsv                     |
| 010-01379-10 | GPSMap 7407 J1939                  |
| 010-01379-11 | GPSMap 7607 J1939                  |
| 010-01379-12 | GPSMap 7407xsv J1939               |
| 010-01379-13 | GPSMap 7607xsv J1939               |
| 010-01379-14 | GPSMap 7607 Volvo Penta            |
| 010-01402-00 | GPSMap 7416                        |
| 010-01402-01 | GPSMap 7616                        |
| 010-01402-02 | GPSMap 7416xsv                     |
| 010-01402-03 | GPSMap 7616xsv                     |
| 010-01402-10 | GPSMap 7416 J1939                  |
| 010-01402-11 | GPSMap 7616 J1939                  |

|              |   |
|--------------|---|
| 010-01402-12 | GPSMap 7416xsv J1939                                      |
| 010-01402-13 | GPSMap 7616xsv J1939                                      |
| 010-01402-14 | GPSMap 7616 Volvo Penta                                   |
| 010-N1093-01 | GPSMAP 547xs,US Offshore&Lakes, w/XDCR,12 pin,Refurbished |
| 010-N1093-02 | GPSMAP 547xs,US Offshore & Lakes,w/o XDCR,Refurbished     |
| 010-N1181-00 | GPSMAP 840xs w/DV transducer,Refurbished                  |
| 011-N3478-00 | GPS Unit,GPSMAP 7408,Refurbished                          |
| 011-N3478-01 | GPS Unit,GPSMAP 7608,Refurbished                          |
| 011-N3478-02 | GPS Unit,GPSMAP 7408xsv,Refurbished                       |
| 011-N3478-03 | GPS Unit,GPSMAP 7608s,Refurbished                         |
| 011-N3480-00 | GPS Unit,GPSMAP 7412,Refurbished                          |
| 011-N3480-01 | GPS Unit,GPSMAP 7612,Refurbished                          |
| 011-N3480-02 | GPS Unit,GPSMAP 7412xsv,Refurbished                       |
| 011-N3480-03 | GPS Unit,GPSMAP 7612xsv,Refurbished                       |
| 011-N3482-00 | GPS Unit,GPSMAP 7410,Refurbished                          |
| 011-N3482-01 | GPS Unit,GPSMAP 7610,Refurbished                          |
| 011-N3482-02 | GPS Unit,GPSMAP 7410xsv,Refurbished                       |
| 011-N3482-03 | GPS Unit,GPSMAP 7610s,Refurbished                         |
| 011-N3637-00 | GPS Unit,GPSMAP 7407,Refurbished                          |
| 011-N3637-01 | GPS Unit,GPSMAP 7607,Refurbished                          |
| 011-N3637-02 | GPS Unit,GPSMAP 7407xsv,Refurbished                       |
| 011-N3637-03 | GPS Unit,GPSMAP 7607xsv,Refurbished                       |
| 011-N3670-04 | GPS Unit,GPSMAP 7416,Refurbished                          |
| 011-N3670-05 | GPS Unit,GPSMAP 7616,Refurbished                          |
| 011-N3670-06 | GPS Unit,GPSMAP 7416xsv,Refurbished                       |
| 011-N3670-07 | GPS Unit,GPSMAP 7616xsv,Refurbished                       |