GARMIN.

SERVICE BULLETIN

NO.: 1050 Revision A

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

DATE: **13 December 2010**

SUBJECT: Radar service may be lost after extended, uninterrupted use.

AFFECTED PRODUCTS

This issue applies to the following Garmin Radars:

Model	Garmin Part Numbers
GMR™ 18	010-00572-00, 010-00883-00, 010-N0572-00
GMR 18HD	010-00572-02, 010-N0572-02
GMR 24	010-00572-01, 010-N0572-01
GMR 24 HD	010-00572-03, 010-N0572-03
GMR 404 Open Array	010-00484-00, 010-N0484-00
GMR 406 Open Array	010-00484-01, 010-N0484-01

DESCRIPTION

When the user continuously makes adjustments to the radar for four or more hours, the radar may lose communication with a connected chartplotter, and radar service is lost. The chartplotter continues to operate normally except that it cannot display radar data.

If the radar is connected to the chartplotter through a Garmin GMS 10 Network Port Expander, the green light on the GMS 10 will continue to flash indicating that the radar is working, even though the radar has lost communication with the chartplotter.

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

RESOLUTION

Update the radar to the latest software as indicated below:

- GMR 18/18HD – software version 3.2
- GMR 24/24HD – software version 3.2
- GMR 404/406 Open Array – software version 2.9

Download the software update for free or purchase it on a pre-programmed SD card at http://www.garmin.com/support/software/marine.html.

If this issue is experienced before the software has been updated, contact Garmin USA by phone at (913)397.8200 or (800)800.1020. In Europe, go to www.garmin.com/support and click **Contact Support** for the appropriate phone number for your country.

CUSTOMER ACTION

To determine the radar software version from a Garmin chartplotter Home screen, select **Configure** > **System** > **System Information**.

COMPLIANCE
Mandatory.