



A Textron Company

INFORMATION LETTER

407-20-119

17 September 2020

TO: All owners and operators of Model 407 helicopters

SUBJECT: GARMIN CYCLE 20M1 WORLDWIDE BASEMAP ISSUE

This Information Letter is issued to ensure complete distribution of the attached Garmin Basemap Data Alert 2092 dated August 14, 2020. The subject Alert informs operators that an issue was discovered in the cycle 20M1 Worldwide Basemap (released 8/7/20) which results in Synthetic Vision Technology (SVT) land areas being depicted in the blue color used for water.

Owner/operators of the 407GX, 407GXP or 407GXi variants are advised to not install the 20M1 Basemap. If the 20M1 Basemap is already installed, load the 19M1 Basemap until the resolution from Garmin is available.

This issue will be corrected by Garmin in the Basemap cycle 20M2 and made available for download.

For any questions regarding this letter, please contact:

Bell Product Support Engineering
Tel: 1-450-437-2862 / 1-800-363-8023 / productsupport@bellflight.com

Or

Garmin Aviation Customer Support
Tel: [913-397-8200](tel:913-397-8200) / [1-866-739-5687](tel:1-866-739-5687)
<http://explore.garmin.com/en-US/general-aviation/>

GARMIN[®]

Basemap Data Alert 2092

TO: Users of all Garmin aviation products using Worldwide Basemap and Synthetic Vision Technology (SVT)
DATE: August 14, 2020
CYCLE: 20M1
SUBJECT: SVT Colors Terrain as Water when using 20M1 Basemap

AFFECTED PRODUCTS

The following Garmin avionics with Synthetic Vision Technology (SVT) enabled are affected:

- All software versions of G1000, G1000H, G1000 NXi, G1000H NXi, G2000, G3000, G5000, and G5000H
- G500 TXi, G600 TXi, G700 TXi, and G500H TXi GDU software versions prior to 3.00
- All software versions of G500, G600, and G500H

DESCRIPTION

An issue was discovered in the 20M1 Garmin Basemap (released 8/7/20) which results in SVT land areas being depicted in the blue color used for water.

PILOT ACTION

Do not install the 20M1 Basemap.

If the 20M1 Basemap is already installed, load the 19M1 Basemap.

The 19M1 Basemap is available on all database distribution channels including the flyGarmin website and Jeppesen Distribution Manager (JDM).

RESOLUTION

A corrected Basemap (cycle 20M2) will be made available.

THIS ALERT SHOULD BE MADE AVAILABLE TO ALL USERS OF GARMIN AVIATION UNITS OR SYSTEMS UTILIZING THE GARMIN BASEMAP

Garmin requests that the flight crew report any observed discrepancies related to database information. These discrepancies could come in the form of an incorrect procedure, incorrectly identified terrain, obstacles, fixes, or any other displayed item used for navigation or communication in the air or on the ground. Go to fly.garmin.com and select "[Aviation Data Error Report](#)."