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SERVICE ADVISORY

NO.: 2186 Rev A

TO: Owners and Operators of Garmin G3000 and G5000 Products
DATE: September 8, 2021
SUBJECT: Database Update Procedure

PRODUCTS AFFECTED

G3000 and G5000 products installed in Cessna Citation M2, Cessna CJ3+, Cessna Citation Sovereign +, and Cessna Citation Latitude with the following serial numbers and software versions are affected:

Table 1. Products Affected

Model	Aircraft Serial Numbers	Garmin 4.8 software update loader card
525 (Citation M2)	-0685, -0800 thru -1047	006-B1592-31 (GDU v20.92.2)
525B (CJ3+)	-0057, -00451 thru -0609	006-B1814-21 (GDU v20.92.2)
680 (Citation Sovereign +)	-0501 thru -0600	006-B1590-A2 (GDU v20.93.2)
680A (Citation Latitude)	-0001 thru -0247	006-B2009-A2 (GDU v20.93.2)

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ISSUE

Revised database update procedures are provided below.

DATABASE UPDATE PROCEDURE

This procedure assumes the only database on the top card in the MFD is the navigation database, and all other databases are on the three bottom cards in each display. If this is not the case, please email aviation.support@garmin.com with your tail number, contact information, and a preferred time for us to contact you.

Navigation Database

Loading a navigation database

1. With the system OFF, put the SD card containing the new navigation database version into the top card slot of the MFD with the label of SD card facing left.
2. Apply system power.

The system will copy the nav database from the card and update the standby NAV database in the MFD.



CAUTION

Do not remove system power. Doing so may corrupt the database.

3. Once the MFD is in normal mode, touch Database Status on the 'Initialization' Screen on either Touchscreen Controller.
4. Wait to see Cycle Info populate in the standby column for the navigation database.

While the database is syncing, progress can be monitored at the top of the Database Status page. When syncing is finished, 'Database Sync Complete' is shown.

Once standby database processing is complete, standby database cycle information is shown in the list, and standby navigation database will be auto-nominated to swap to active, if past the effective date.

Top of the database status page will show message "Activate databases with on-ground restart."



CAUTION

Do not remove system power. Doing so may corrupt the database.

5. If swap is not desired, touch navigation database and touch swap to deselect.
6. Remove system power.
7. Remove the SD card from the top card slot of the MFD



NOTE

If auto nominated in step 5, the loaded navigation database will swap from standby to active ("activate") on next system power cycle.

Manually activating the standby navigation database

1. Touch Database Status on the 'Initialization' Screen on either Touchscreen Controller.
2. Touch Navigation.
3. Touch Swap.
4. Touch OK once the swap arrows are illuminated.

A message at the top of the Database Status page will appear saying "Activate databases with on ground restart."

Terrain, Chartview, Basemap, SafeTaxi, Obstacle and Airport Directory Databases



NOTE

Copying these databases to all three Supplemental Data Cards before updating significantly reduces time otherwise required for database synchronization, especially for Terrain and Chartview databases.

1. With system power OFF, remove the Supplemental Data Cards from the bottom card slots of the MFD and each PFD.
2. Download and install the Terrain/Chartview/Basemap/SafeTaxi/Obstacle/Airport Directory databases as needed on each of the Supplemental Data Cards.
3. Put the updated Supplemental Data Cards into the bottom card slot of each display.
4. Apply system power.

The overall database update status will appear in the status window at the top of the screen, with individual database statuses shown in the list below:

If Internal Databases were deleted and SD cards were formatted prior to being updated, the databases will load into the active column directly.

If Databases were NOT deleted and SD cards were NOT formatted but only updated, the databases will load into the standby column.

The load is complete when databases being updated show the expected cycle information in the standby column. (i.e. NOT done yet when showing "Database Sync Complete" as top level status - it can take multiple minutes to process the database).

A cyan double-arrow will appear between the Standby and Active columns to show which standby databases will be transferred to Active at the next power cycle. The status window will show the message 'Activate databases with on ground restart'.

- a. For Basemap/Terrain/Obstacle/Safetaxi:
 - i. Make sure expected cycle is shown in the active column after databases are verified.

If only databases from this list are being updated, "Databases Ready for Use" message will be shown in the status window at the top of the screen

- b. For Airport Directory / Chartview:
 - i. Make sure "Sync Complete" is shown in the active column.

If either of these databases is being updated, final status at top of the screen will be "Database Sync Complete."

Activate databases with on ground restart can be momentarily shown as one of the databases is synced first, but status will change back to 'syncing' as remaining databases are processed.

- ii. Make sure database sync is complete for every database.
- iii. Make sure database status page does not have statuses (like verifying, syncing, or pending) on any of the databases in the list.

The status of None (standby) or Missing (active) can be momentarily shown until all status indications have 'stabilized'.

5. Remove system power.
6. Apply system power.
7. Touch Database Status on the 'Initialization' Screen on either Touchscreen Controller.
8. Make sure the standby databases transferred and are now in the Active database column.
9. To manually activate any databases that did not transfer to the active column:
 - a. Touch Database Status on the 'Initialization' Screen on either Touchscreen Controller.
 - b. Touch the database title.
 - c. Touch Swap > OK.

Cyan double-arrows will appear beside the selected databases.

- d. Remove system power.
 - e. Apply system power
 - f. Touch Database Status on the 'Initialization' Screen of either Touchscreen Controller.
 - g. Make sure the standby databases transferred and are now in the Active database column.
10. To view database status:
 - a. Touch Database Status on the 'Initialization' Screen on either Touchscreen Controller.
 - b. To view database status for an individual display, touch Database Options > LRU Database Info.
 - c. Touch a button from the list to view database information associated with that display.
 - d. Scroll through the database information to view database status.

Database Deletion



NOTE

If Nav, Airport Directory, or Chartview databases are not properly loading or functioning, and an attempt has been made to load the databases using a new SD card or multimedia card, it may be necessary to delete the databases from the system.

1. Touch the Database Status Button on the 'Initialization' Screen on either Touchscreen Controller.
2. Scroll down and touch Database Options > Delete Databases.

A prompt will appear to confirm deletion of all internal databases.

3. Touch the OK Button.

Another confirmation prompt will appear.

4. Touch the OK Button.
5. Restart the system.
6. Touch the Database Status Button on the 'Initialization' Screen on either Touchscreen Controller.
7. Make sure all databases have been deleted from the system.