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****MANDATORY****
SERVICE BULLETIN
NO.: 21107 Rev A

TO: Garmin G5 Electronic Flight Instrument Aircraft Owners and Service Centers
DATE: December 21, 2021
SUBJECT: G5 Software Version 7.70

PRODUCTS AFFECTED

All Experimental and Light-Sport Aircraft Garmin G5 Electronic Flight Instruments with software version 7.10 (and earlier) installed with a backup battery with the 'Show Battery Status' configuration set to 'When Using Battery' are affected.



NOTE

This Service Bulletin does not apply to certified G5 installations.

PURPOSE

G5 Software Version 7.70 fixes a problem with the backup battery indication as described in Garmin Service Alert 21113.

DESCRIPTION

This service bulletin contains instructions to update G5 software and confirm the backup battery status.

COMPLIANCE

Mandatory: This service bulletin must be incorporated as soon as possible for affected installations.

APPROVAL

N/A

DOCUMENTATION CONSIDERATIONS

No new documents are provided with this Service Bulletin.

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REFERENCES

G5 Electronic Flight Display Installation Manual for Non-certified Aircraft (190-02072-01, Revision 9)

MANPOWER

0.5 hours per aircraft to update software.

WARRANTY INFORMATION

For Garmin Dealers only, warranty labor costs to update software are reimbursable for Light-Sport aircraft installations with a deadline of April 29, 2022, after which the labor costs will no longer be reimbursable.

To ensure proper reimbursement when completing the warranty claim, indicate the following:

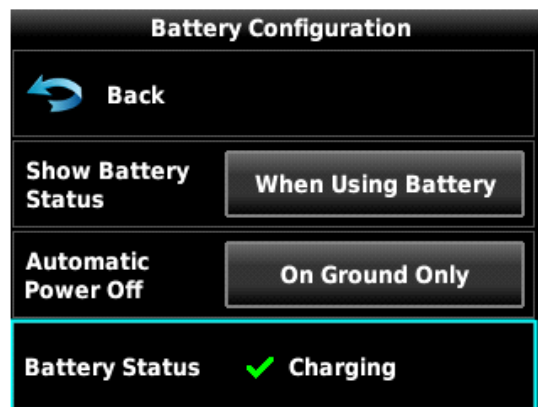
- Indicate compliance with Garmin Service Bulletin 21107
- G5 unit serial number
- Aircraft make and model
- Aircraft registration number
- Aircraft serial number

MODIFICATION INSTRUCTIONS

Update the G5 unit software to level 7.70 or later, per the instructions provided in section 8.3 (Page 8-2) of the G5 Electronic Flight Display Installation Manual for Non-Certified Aircraft (190-02072-01, Revision 9).

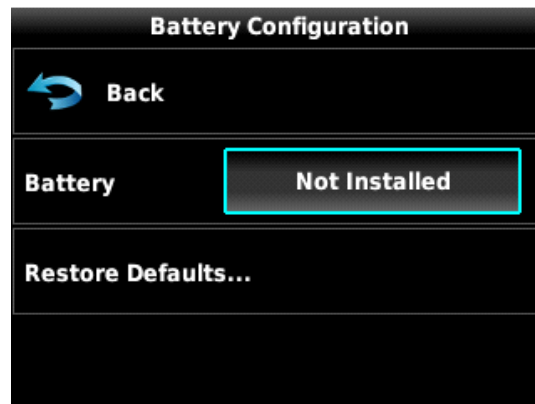
Do the following for all G5s with a backup battery:

1. Push and hold down the knob while applying aircraft power to enter configuration mode.
2. Navigate to the battery status page:
 - a) If the Battery Status field displays 'Charging', no further action is required. Skip to Step 3.
 - b) If the Battery Status field does not display 'Charging', within 1 minute, contact Garmin Experimental Product support for a battery exchange. Repeat this procedure once a new battery is installed.



Battery Status

- c) If only the Battery configuration field is present and set to 'Not Installed', change to 'Installed'. Contact Garmin Experimental Product support to exchange the battery. Repeat this procedure once a new battery is installed.

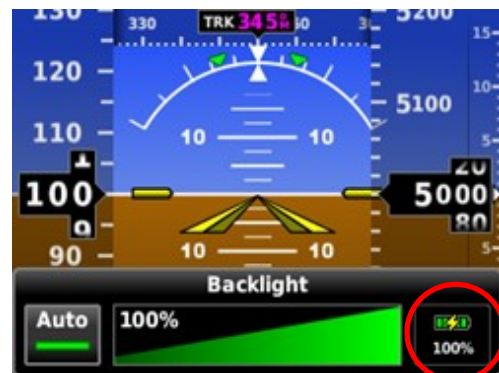


Battery Configuration

3. Remove aircraft power.
4. Apply aircraft power to enter Normal mode.
5. Push the power button to confirm the presence of a valid battery indication.



No Battery Detected



Valid Battery Indication

MATERIAL INFORMATION

N/A