



A Textron Company

INFORMATION LETTER

407-20-121

12 November 2020

TO: All owners and operators of Model 407 helicopters

SUBJECT: Erroneous GPS position and momentary false TAWS alerts

This Information Letter is issued to ensure complete distribution of the attached Garmin Service Advisory No: 20109 Rev B. The subject Service Advisory informs operators of erroneous GPS position and momentary false TAWS alerts on all SBAS-enabled Garmin G1000(H) and G1000(H) NXi.

Affected Garmin equipment may periodically experience GPS position errors for approximately six seconds, and momentary TAWS false alerts when utilizing corrections from the Japanese MSAS (MTSAT Satellite Augmentation System) space-based augmentation system.

Owner/operators of the 407GX, 407GXP, or 407GX_i variants are advised to disable MSAS.

MSAS will be disabled automatically in the November 2020 aviation database cycle. A future software and database update will address the issue and re-enable the use of MSAS in the affected products.

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 / 1-866-739-5687

<http://explore.garmin.com/en-US/general-aviation/>

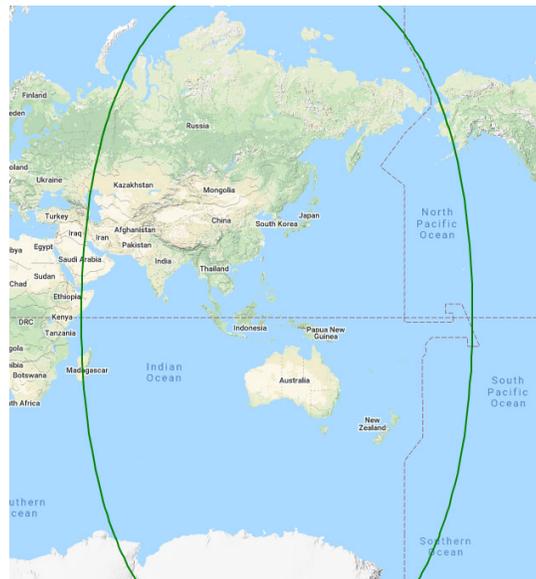
SERVICE ADVISORY

NO.: 20109 Rev B

TO: Owners and Operators
DATE: November 5, 2020
SUBJECT: Erroneous GPS position and momentary false TAWS alerts
REVISION B: Added the G1000(H) NXi

PRODUCTS AFFECTED

All SBAS-enabled Garmin Integrated Flight Decks (G900X, G950, G1000(H) G1000(H) NXi, Cirrus Perspective™, Embraer Prodigy™, G2000, G3000, G5000, and Embraer Prodigy® Touch systems), GTN Xi Series, GPS 175, GNX 375, GNC 355, GNS 400W/500W Series, GNS 480, GTN 6XX/7XX Series products operating within the area depicted below are affected.



ISSUE

Affected Garmin equipment may periodically experience GPS position errors for approximately six seconds, and momentary TAWS false alerts when utilizing corrections from the Japanese MSAS (MTSAT Satellite Augmentation System) space-based augmentation system.

© 2020 Garmin Ltd. or its subsidiaries.
This work is licensed under a
Creative Commons Attribution-NonCommercial-NoDerivs 3.0 Unported License.

SERVICE ADVISORY

ACTION

Disable MSAS.

NOTE

Refer to the applicable pilot's guide for instructions on how to disable MSAS.

RESOLUTION

MSAS will be disabled automatically in the November 2020 aviation database cycle. A future software and database update will address the issue and re-enable the use of MSAS in the affected products.