



## SERVICE ALERT

NO.: 1716 Revision A

**TO:** Installers and dealers with the following Garmin® devices:

- Garmin GPSMAP® 74xx/76xx series chartplotters with software version 5.10 through 5.70
- GPSMAP 5x7/7x1 series chartplotters with software version 3.00 through 4.80
- GPSMAP 8x0/10x0 series chartplotters with software version 2.00 through 4.80
- echoMAP™ CHIRP 4x/5x/7x/9x series chartplotters with software version 3.00 through 3.50
- echoMAP 4x/5x/7x/9x series chartplotters with software version 2.00 through 3.50
- echoMAP 50/70 series chartplotters with software version 3.00 through 4.80

**DATE:** 18 April 2017

**SUBJECT:** MANDATORY SOFTWARE UPDATE to address potential track log issues.

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### **ISSUE**

Garmin has recently discovered an issue that may affect devices if (1) a non-standard latitude/longitude format (position format other than hddd°mm.mmmm) is selected, (2) a specific software version is loaded, (3) detailed maps are not available, and (4) used in low visibility/nighttime conditions.

If the user has selected a standard latitude/longitude format, such as hddd°mm.mmmm', or has already updated the device software to the latest version, the device may no longer be affected.

This issue applies to the following models and software versions:

<b>Product Model Series</b>	<b>First Software Version with Issue</b>	<b>First Software Version with Fix</b>
GPSMAP 74xx76xx	5.10 January 2015	7.00 February 2016
GPSMAP 5x7/7x1	3.00 December 2013	6.00 February 2016
GPSMAP 8x0/10x0	2.00 January 2014	6.00 February 2016
echoMAP CHIRP 4x/5x/7x/9x	3.00 January 2016	3.60 June 2016
echoMAP 4x/5x/7x/9x	2.00 January 2015	3.60 June 2016
echoMAP 50/70	3.00 December 2013	6.00 February 2016

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#### Affected Position Formats:

- British Grid
- German Grid
- Irish Grid
- Finnish Grid
- RT 90 Grid
- Qatar Grid
- Modified RT 90 Grid
- Austrian Grid
- Swiss Grid
- New Zealand Grid
- Dutch Grid

## **RESOLUTION**

The problem can be corrected by updating the software to the latest version. Garmin always recommends updating devices to the newest software version available.

Please contact all customers who have purchased the affected products from you and inform them that a software update is available. If needed, up to 30 minutes of service and 30 minutes of travel time will be reimbursed under Garmin warranty to help facilitate these updates.

To check the current software version on the chartplotter, select **Settings > System > System Information > Software Information**.

To update the software, perform the following steps.

1. Download the latest Marine Software Update Bundle for the GPSMAP Series or the echoMAP Series available on the Garmin website at [garmin.com/support/software/marine.html](http://garmin.com/support/software/marine.html).

These update bundles contain the appropriate chartplotter software versions for your device.

2. Download the software update to an SD card following the instructions on the download page.
3. Update the device software following the instructions in your chartplotter owner's manual.

If needed, you can download the latest manual for your device at [garmin.com/manuals](http://garmin.com/manuals).

4. After the update is complete, select **Settings > System > System Information > Software Information** on your device to verify that the chartplotter software is the correct version.

If you have questions about the software update or calibrating the device, go to [support.garmin.com](http://support.garmin.com).

If you are not able to update the software, the problem can be corrected in the short term by changing the latitude/longitude selection.

1. Select **Settings > Preferences** (on some GPSMAP models) > **Units > Position Format**.
2. Select **hddd°mm.mmmm'**.

## **AFFECTED PRODUCTS**

echoMAP devices, with specific software versions listed above (SKUs listed):

010-01095-00	echoMAP 50s, w/XDCR
010-01095-01	echoMAP 50s, w/o XDCR
010-01096-00	echoMAP 50s, US Lakes, w/ XDCR
010-01096-10	echoMAP 50s, US Lakes, OEM
010-01097-00	echoMAP 50s, AUS/NZ , w/ XDCR
010-01097-02	echoMAP 50s, UK/IRE , w/o XDCR
010-01098-00	echoMAP 50dv, w/ XDCR
010-01099-00	echoMAP 50dv, US Lakes, w/ XDCR
010-01100-00	echoMAP 50dv, AUS/NZ, w/ XDCR
010-01100-01	echoMAP 50dv, UK/IRE, w/ XDCR
010-01136-00	echoMAP 50s, US Offshore, w/XDCR
010-01136-01	echoMAP 50s, US Offshore, w/o XDCR
010-01136-10	echoMAP 50s, US Offshore, OEM
010-01300-00	echoMAP 50dv, US Offshore, w/ XDCR
020-00245-01	Echo map 50s + G2 Vision VEU015R map
K10-00190-00	echoMAP 50s Canada w/xdcr
K10-00191-00	echoMAP 50dv Canada w/xdcr
010-01382-00	echoMAP 52dv WW w/o XDCR
010-01382-01	echoMAP 52dv WW w/XDCR
010-01382-10	echoMAP 52dv WW w/XDCR for EMEA only
010-01383-00	echoMAP 53dv US LakeVu HD w/XDCR
010-01383-02	echoMAP 53dv US LakeVu HD w/XDCR, New
010-01383-10	echoMAP 53dv US LakeVu HD, OEM
010-01384-00	echoMAP 54dv US Offshore g2 w/o XDCR
010-01384-02	echoMAP 54dv US Offshore g2 w/XDCR, New
010-01384-10	echoMAP 54dv US Offshore g2 OEM
010-01385-00	echoMAP 55dv Canada LakeVu HD w/XDCR
010-01385-10	echoMAP 55dv UK/IRE w/o XDCR
010-01385-20	echoMAP 55dv AUS/NZ w/XDCR
010-01520-00	echoMAP 52dv ASIA w/ GT-21TM
010-01566-00	echoMAP CHIRP 52dv, WW w/o XDCR
010-01566-01	echoMAP CHIRP 52cv, WW w/GT-20 XDCR
010-01566-02	echoMAP CHIRP 52dv, WW for Americas, w/XDCR
010-01567-01	echoMAP CHIRP 53dv, US LakeVu HD, w/XDCR
010-01567-10	echoMAP CHIRP 53cv, US LakeVu HD, OEM
010-01568-00	echoMAP CHIRP 54cv, US Offshore g2 w/o XDCR
010-01568-01	echoMAP CHIRP 54dv, US Offshore g2 w/XDCR
010-01568-10	echoMAP CHIRP 54cv, US Offshore g2, OEM
010-01569-00	echoMAP CHIRP 55dv, Canada LakeVu HD w/XDCR

010-01569-10	echoMAP CHIRP 55cv, UK/IRE, w/o XDCR
010-01569-20	echoMAP CHIRP 55cv, AUS/NZ, w/GT-22 XDCR
010-01700-01	echoMAP CHIRP 55dv, APAC
020-00158-06	echoMAP 53dv CHIRP US LV, West Marine Demo/Display
010-01104-00	echoMAP 70s, w/XDCR
010-01104-01	echoMAP 70s, w/o XDCR
010-01105-00	echoMAP 70s, US Lakes, w/ XDCR
010-01106-00	echoMAP 70s, AUS/NZ , w/ XDCR
010-01106-02	echoMAP 70s, UK/IRE , w/o XDCR
010-01129-00	echoMAP 70dv, w/XDCR
010-01130-00	echoMAP 70dv, US Lakes, w/ XDCR
010-01131-00	echoMAP 70dv, AUS/NZ , w/ XDCR
010-01131-01	echoMAP 70dv, UK/IRE , w/ XDCR
010-01137-00	echoMAP 70s, US Offshore, w/o XDCR
010-01301-00	echoMAP 70dv, US Offshore, w/ XDCR
020-00245-00	Echo map 70s + G2 Vision VEU015R map
K10-00193-00	echoMAP 70dv Canada w/xdcr
K10-00198-00	echoMAP 70s/GCV10 Bundle
K10-00192-00	echoMAP70s Canada w/xdcr
010-01386-00	echoMAP 72sv WW w/o XDCR
010-01387-00	echoMAP 73sv US LakeVu HD w/XDCR
010-01387-02	echoMAP 73sv US LakeVu HD w/XDCR, New
010-01388-00	echoMAP 74sv US Offshore g2 w/o XDCR
010-01388-02	echoMAP 74sv US Offshore G2 w/xdcr, New
010-01389-00	echoMAP 75sv Canada LakeVu HD w/XDCR
010-01389-10	echoMAP 75sv UK/IRE w/o XDCR
010-01389-20	echoMAP 75sv AUS/NZ w/XDCR
010-01421-00	echoMAP 73dv, US LakeVu HD w/xdcr
010-01421-02	echoMAP 73dv, US LakeVu HD w/xdcr, New
010-01489-00	echoMAP 71sv WW w/o XDCR,455kHz
010-01489-01	echoMAP 71sv WW w/XDCR,455kHz
010-01521-00	echoMAP 73dv ASIA w/ GT-21TM
010-01524-00	echoMAP 75dv, Canada LakeVu HD w/xdcr
010-01524-02	echoMAP 74dv US Offshore g2 w/XDCR, New
010-01524-20	echoMAP 75dv AUS/NZ w/XDCR
020-00158-04	echoMAP 74dv CHIRP US g2, West Marine Demo/Display
020-00158-05	echoMAP 73dv CHIRP US LV, West Marine Demo/Display
010-01570-00	echoMAP CHIRP 72cv, WW, w/o XDCR
010-01570-01	echoMAP CHIRP 72cv, WW, w/GT-20 XDCR
010-01570-02	echoMAP CHIRP 72dv,WW for Americas, w/XDCR
010-01571-01	echoMAP CHIRP 73dv, US LakeVu HD, w/XDCR
010-01572-01	echoMAP CHIRP 74dv, US Offshore g2, w/XDCR
010-01573-00	echoMAP CHIRP 75dv, Canada LakeVu HD, w/XDCR
010-01573-10	echoMAP CHIRP 75dv UK/IRE, w/o XDCR
010-01573-20	echoMAP CHIRP 75cv, AUS/NZ, w/GT-22 XDCR

010-01574-00	echoMAP CHIRP 72sv, WW, w/o XDCR
010-01574-01	echoMAP CHIRP 72sv, WW, w/GT-52 XDCR
010-01574-02	echoMAP CHIRP 72sv, WW for Americas, w/XDCR
010-01575-01	echoMAP CHIRP 73sv, US LakeVu HD, w/XDCR
010-01576-00	echoMAP CHIRP 74sv, ClearVu, US Offshore g2, w/o XDCR
010-01576-01	echoMAP CHIRP 74sv, US Offshore g2, w/XDCR
010-01577-00	echoMAP CHIRP 75sv, Canada LakeVu HD w/XDCR
010-01577-10	echoMAP CHIRP 75sv, UK/IRE, w/o XDCR
010-01577-20	echoMAP CHIRP 75sv, ClearVu, AUS/NZ, w/GT-52 XDCR
010-01700-02	echoMAP CHIRP 75dv, APAC
010-01700-03	echoMAP CHIRP 75sv, APAC
010-01279-00	echoMAP 43dv, US LakeVu HD, w/XDCR
010-01279-02	echoMAP 43dv, US LakeVu HD, w/XDCR, New
010-01279-10	echoMAP 43dv US LakeVu HD, OEM
010-01280-02	echoMAP 44dv, US Offshore g2, w/XDCR, New
010-01280-10	echoMAP 44dv US Offshore g2, OEM
010-01281-00	echoMAP 42dv, WW, w/XDCR
010-01281-01	echoMAP 42dv, WW, w/o XDCR
010-01282-00	echoMAP 45dv, AUS/NZ, w/ XDCR
010-01282-10	echoMap 45dv, UK/IRE, w/o xdcr
010-01282-20	echoMap 45dv, Canada LakeVu HD, w/xdcr
010-01519-00	echoMAP 42dv ASIA w/ GT-21TM
020-00158-07	echoMAP 44dv CHIRP US g2, West Marine Demo/Display
020-00158-08	echoMAP 43dv CHIRP LV, West Marine Demo/Display
010-01562-00	echoMAP CHIRP 42cv, WW, w/o XDCR
010-01562-01	echoMAP CHIRP 42cv, WW, w/GT-20 XDCR
010-01562-02	echoMAP CHIRP 42dv, WW for Americas, w/XDCR
010-01563-01	echoMAP CHIRP 43dv, US LakeVu HD, w/XDCR
010-01563-10	echoMAP CHIRP 43cv, US LakeVu HD, OEM
010-01564-01	echoMAP CHIRP 44dv, US Offshore g2, w/XDCR
010-01565-00	echoMAP CHIRP 45dv, Canada LakeVu HD w/XDCR
010-01565-10	echoMAP CHIRP 45dv, UK/IRE, w/o XDCR
010-01565-20	echoMAP CHIRP 45cv, AUS/NZ, w/GT-20 XDCR
010-01700-00	echoMAP CHIRP 45dv, APAC
010-01390-00	echoMAP 92sv WW w/o XDCR
010-01391-02	echoMAP 93sv US LakeVu HD w/XDCR, New
010-01392-00	echoMAP 94sv US Offshore g2 w/o XDCR
010-01392-02	echoMAP 94sv US Offshore G2 w/xdcr, New
010-01393-00	echoMAP 95sv Canada LakeVu HD w/XDCR
010-01393-10	echoMAP 95sv UK/IRE w/o XDCR
010-01393-20	echoMAP 95sv AUS/NZ w/XDCR
010-01490-00	echoMAP 91sv WW w/o XDCR, 455kHz
010-01490-01	echoMAP 91sv WW w/XDCR, 455kHz

020-00158-03	echoMAP 93sv CHIRP US LV, West Marine Demo/Display
020-00247-03	echomap 92sv - HXEU706L UK & Ireland chart bundle
010-01578-00	echoMAP CHIRP 92sv, WW, w/o XDCR
010-01578-01	echoMAP CHIRP 92sv, WW, w/GT-52 XDCR
010-01578-02	echoMAP CHIRP 92sv, WW for Americas, w/XDCR
010-01579-01	echoMAP CHIRP 93sv, US LakeVu HD, w/XDCR
010-01580-00	echoMAP CHIRP 94sv, ClearVu, US Offshore g2, w/o XDCR
010-01580-01	echoMAP CHIRP 94sv, US Offshore g2 w/xdcr
010-01581-00	echoMAP CHIRP 95sv, Canada LakeVu HD w/XDCR
010-01581-10	echoMAP CHIRP 95sv, UK/IRE, w/o XDCR
010-01581-20	echoMAP CHIRP 95sv, ClearVu, AUS/NZ, w/GT-52 XDCR
010-01700-04	echoMAP CHIRP 95sv, APAC

GPSMAP devices, with specific software versions listed above (SKUs listed):

010-00748-00	GPSMAP7015
010-00748-01	GPSMAP7215
010-00748-02	GPSMAP7015, DISPLAY ONLY
010-00748-03	GPSMAP7215, DISPLAY ONLY
010-00749-00	GPSMap7012
010-00749-01	GPSMap7212
010-00749-03	GPSMAP7212, DISPLAY ONLY
010-01305-00	GPSMap 7408
010-01305-01	GPSMap 7608
010-01305-02	GPSMap 7408xsv
010-01305-03	GPSMap 7608xsv
010-01306-00	GPSMap 7410
010-01306-01	GPSMap 7610
010-01306-02	GPSMap 7410xsv
010-01306-03	GPSMap 7610xsv
010-01307-00	GPSMap 7412
010-01307-01	GPSMap 7612
010-01307-02	GPSMap 7412xsv
010-01307-03	GPSMap 7612xsv
010-01379-00	GPSMap 7407
010-01379-01	GPSMap 7607
010-01379-02	GPSMap 7407xsv
010-01379-03	GPSMap 7607xsv
010-01402-00	GPSMap 7416
010-01402-01	GPSMap 7616
010-01402-02	GPSMap 7416xsv
010-01402-03	GPSMap 7616xsv
010-01180-00	GPSMAP 820xs w/DV transducer

010-01180-01	GPSMAP 820xs w/o transducer
010-01180-02	GPSMAP 820xs Americas w/DV transducer
010-01181-00	GPSMAP 840xs w/DV transducer
010-01181-01	GPSMAP 840xs w/o transducer
010-01181-02	GPSMAP 840xs w/DV transducer, New
010-01182-00	GPSMAP 820
K10-00194-00	GPSMAP 820xs Canada w/ dv xdcr
010-01183-00	GPSMAP 1020xs w/DV transducer
010-01183-01	GPSMAP 1020xs w/o transducer
010-01183-02	GPSMAP 1020xs Americas w/DV transducer
010-01184-00	GPSMAP 1040xs w/DV transducer
010-01184-01	GPSMAP 1040xs w/o transducer
010-01184-02	GPSMAP 1040xs w/DV transducer, New
010-01185-00	GPSMAP 1020
K10-00195-00	GPSMAP 1020xs Canada w/ dv xdcr
K10-00200-00	GPSMap 1040xs/GCV10 Bundle
010-01092-00	GPSMAP 527
010-01092-01	GPSMAP 527xs, w/ XDCR
010-01092-02	GPSMAP 527xs, w/o XDCR
010-01093-00	GPSMAP 547, US Offshore & Lakes
010-01093-01	GPSMAP 547xs, US Offshore & Lakes, w/ XDCR
010-01093-02	GPSMAP 547xs, US Offshore & Lakes, w/o XDCR
010-01094-00	GPSMAP 557, AUS/NZ
010-01094-01	GPSMAP 557xs, AUS/NZ , w/ XDCR
010-01094-02	GPSMAP 557, UK/IRE
010-01094-03	GPSMAP 557xs UK/IRE Offshore, w/o XDCR
010-01094-04	GPSMAP 557xs, AUS/NZ , w/o XDCR
020-00201-00	GPSmap 527xs + G2 Vision map
K10-00196-00	GPSMAP 527xs Canada w/o xdcr
010-01101-00	GPSMAP 721
010-01101-01	GPSMAP 721xs, w/o XDCR
010-01102-00	GPSMAP 741, US Offshore & Lakes
010-01102-01	GPSMAP 741xs, US Offshore & Lakes, w/o XDCR
010-01103-00	GPSMAP 751, AUS/NZ
010-01103-01	GPSMAP 751xs, AUS/NZ, w/o XDCR
010-01103-02	GPSMAP 751, UK/IRE
010-01103-03	GPSMAP 751xs, UK/IRE, w/o XDCR
010-01144-00	GPSMAP 741xs/GMR 18HD Bundle
010-01144-10	GPSMAP 721xs/GMR 18HD Bundle
020-00201-01	GPSmap 721xs + G2 Vision map
K10-00197-00	GPSMAP 721xs Canada w/o xdcr