Diamond Aircraft Industries GmbH
Nikolaus-August-Otto-Straße 5
2700 Wiener Neustadt, Austria

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08-Mar-2024

SERVICE INFORMATION
NO. SI 42-249
NO. SI 42NG-142

I   TECHNICAL DETAILS

I.1   Airplanes affected

Type: DA 42, DA 42 M, DA 42 NG, DA 42 M-NG

I.2   Subject

GARMIN Service Bulletin No. 0736 Rev. C
ATA-Code: 34-00

I.3   Reason

II   GARMIN has issued Service Bulletin No. 0736 Rev. C recommending to use the G1000 System ID Tool to change the G1000 System ID to a valid System ID.

II.1   Information

For detailed technical information refer to GARMIN Service Bulletin No. 0736 Rev. C, which is applicable without any further additions or restrictions.

III   REMARKS

1. GARMIN Service Bulletin No. 0736 Rev. C is attached to this Service Information.
2. In case of doubt contact GARMIN.
3. For detailed information of the Service Information System refer to SI 42NG-001 latest issue.

SERVICE BULLETIN

NO.: 0736 Revision C

TO: All Garmin Aviation Service Centers
DATE: 5 March 2024

SUBJECT: G1000 System ID Tool
REVISION C: Updated Compliance

PURPOSE

Garmin has identified an error associated with G1000 system software upgrades that sometimes results in an invalid System ID. An invalid System ID can be identified as either being "00000000" or "20000000". The G1000 System ID can be verified on the AUX-System Status Page (Figure 1).

> **NOTE**
>
> The G1000 System ID is only displayed on GDU's with GDU software version 6.00 or later.

System ID

Figure 1. Example AUX – System Status Page

DESCRIPTION

The G1000 System ID Tool changes the G1000 System ID from "00000000" or "20000000" to a valid System ID.

APPROVAL

N/A

AFMS AND PILOT'S GUIDE CONSIDERATIONS

There are no AFMS or Pilot's Guide changes required.

PRODUCT AFFECTED

All GDU 1XXXs with a GDU software version of 7.00 or greater **and** a System ID of "00000000" or "20000000". The G1000 System ID can be verified on the MFD AUX-System Status Page (Figure 1).

COMPLIANCE

Recommended: Compliance with this service bulletin is recommended before March, 12, 2024. Failing to do so will result in loss of aviation databases.

MANPOWER

N/A

WARRANTY INFORMATION

This modification is not warranty reimbursable.

MODIFICATION INSTRUCTIONS

Use the G1000 System ID Tool (P/N 006-B0380-ZA) to change the G1000 System ID from "00000000" or "20000000" to a valid System ID by performing the following procedure:

1. Download the System ID Tool (P/N 006-B0380-ZA) from the Dealer's Section of www.garmin.com and save it on your computer.
2. Insert a blank SD card into your PC SD card reader. If the card needs to be formatted, format it in the FAT32 format.
3. Open the System ID Tool program on your PC and follow the on-screen instructions to make a System ID Tool SD loader card to use in the aircraft.
4. When the program is complete, remove the SD card from your PC. It is now ready to use in the aircraft.
5. Before inserting the System ID Tool SD card in the top slot of PFD1, remove all Supplemental Database cards from all displays.

NOTE

Terrain/Obstacle cards, Jeppesen Aviation Database and other optional features (i.e. TAWS unlock card) will need to be reloaded or replaced after the System ID number has been changed. The old Supplemental Database and Feature Unlock cards will remain locked to the old System ID number and will no longer work. Terrain, Obstacle, Safetaxi and FliteCharts databases may be reloaded from Garmin's website (please contact Garmin Technical Support concerning availability and cost if any) or by the Aircraft Manufacturer if the owner subscribes to an available update service. Jeppesen NavData and Chartview will need to be downloaded from Jeppesen's website (the service center or the aircraft owner will need to call Jeppesen Product Support and have the new System ID added to the owner's account for the new download). Optional Unlock cards for features such as TAWS, Chartview, etc. will need to be obtained from the Aircraft Manufacturer as Garmin does not have registration records for those features.

NOTE

010-00330-41 cards contain the Terrain and Obstacle databases, the 010-00330-42 cards contain the Terrain database, Obstacle database, SafeTaxi, and FliteCharts.

6. With the G1000 system powered off, insert the System ID Tool SD card (created above) into the top card slot of PFD1.
7. Power on PFD1 only and follow the on-screen prompts.
8. When complete, power off PFD1 and remove the SD card.
9. Power the G1000 system on (do not insert the Supplemental Database cards at this time) and verify the System ID number has changed on the MFD AUX – SYSTEM STATUS page.
10. Power down the G1000 system.
11. You may need to re-unlock optional features in configuration mode using new Unlock cards, follow the Aircraft Manufacturer's instructions or the applicable airframe specific G1000 maintenance manual.

NOTE

You may need to reload the Jeppesen NAV database in each display, and ChartView on the 010-00330-42 MFD Supplemental Database card.

12. Reload or replace the Supplemental Database cards, then insert in the displays.
13. Power on the G1000 system and allow the new databases to be verified (may take 5-10 minutes).

TESTING PROCEDURE

- Verify the System ID is not "00000000" or "20000000" on the MFD AUX-System Status page.
- Verify optional features (TAWS, ChartView, etc.) are active.
- Verify no database errors exist in the ALERT window.

MATERIAL INFORMATION

QTY	Part Number	Description
1	006-B0380-ZA*	G1000 System ID Tool

* Found on the dealers only section of www.garmin.com.