



1200 E. 151st Street
Olathe, KS 66062
913-397-8200

SERVICE BULLETIN (Non-Certified Aircraft) NO.: 23038 Rev. A

TO: Garmin GSA 28 Non-Certified Owners
DATE: May 4, 2023
SUBJECT: GSA 28 Service-Life Extension Program

PRODUCTS AFFECTED

All 011-02927-00 and 011-02927-11 GSA 28 units are affected.

All 011-02927-20 and 011-02927-21 GSA 28 units that are not marked with Mod 1 are also affected.

Refer to the lists below of -21/-20 serial numbers not modified:

-21 GSA 28 units:

<https://support.garmin.com/en-US/aviation/faq/kmkaZ5NWGfA8aH2UTROcl9/>

-20 GSA 28 units:

<https://support.garmin.com/en-US/aviation/faq/cT8XL8eCKr64Wg6ntYb3E7/>

Refer to the FAQ for further questions and to aid in identifying affected servos:

<https://Garmin.com/GSA28Info>

© 2023

Garmin Ltd. or its subsidiaries

All Rights Reserved

Except as expressly provided herein, no part of this document may be reproduced, copied, transmitted, disseminated, downloaded or stored in any storage medium, for any purpose without the express prior written consent of Garmin. Garmin hereby grants permission to download a single copy of this document and of any revision to this document onto a hard drive or other electronic storage medium to be viewed and to print one copy of this document or of any revision hereto, provided that such electronic or printed copy of this document or revision must contain the complete text of this copyright notice and provided further that any unauthorized commercial distribution of this document or any revision hereto is strictly prohibited.

PURPOSE

Garmin has implemented several design and manufacturing process improvements to improve GSA 28 reliability. The latest update has been added to a consolidation of all past improvements into a single effort we are calling a GSA 28 Service-Life Extension Program. The Service-Life Extension Program allows up to five years to exchange, under warranty, all affected GSA 28 servos for servos marked with Mod 1.

All -00/-11 and all -20/-21 servos **not marked with Mod 1** are eligible for exchange under this program.

Newly manufactured -20/-21 GSA 28 units marked with Mod 1 began shipping Sept. 1, 2022 starting with the following serial numbers:

-20, 6N7004550

-21, 6N2006946



NOTE

-20/-21 GSA 28 servos are compatible with the following software:

- G3X 12.40 or later
- G3X Touch 8.71 or later
- G5 8.00 or later
- GI 275 2.42 or later

Refer to <https://Garmin.com/GSA28Info> for more information. Contact Garmin at g3xpert@garmin.com or 866-854-8433 for scheduling and additional help if required.

DESCRIPTION

This service bulletin contains instructions to remove and exchange affected servos, and install -20/-21 GSA 28 servos marked with Mod 1.

COMPLIANCE

Recommended: Compliance with this Service Bulletin is recommended.

APPROVAL

N/A

REFERENCES

G5 Electronic Flight Display Installation Manual for Non-Certified Aircraft (190-02072-01) Rev 10 or later

G3X/G3X Touch Installation Manual (190-01115-01) Rev AS or later

GI 275 Installation Manual (190-02246-00) Rev 10 or later

MANPOWER

N/A

WARRANTY INFORMATION

Parts-only servo exchanges are covered by warranty with a deadline of five (5) years from the date of this service bulletin.

Replaced servos will have the greater of either the remaining factory warranty or the standard 6-month repair/exchange warranty.

INSTRUCTIONS

Contact Garmin for an RMA (Return Material Authorization) to exchange affected servos.

Remove the affected GSA 28 and install the replacement GSA 28 per instructions provided in the appropriate document listed in the REFERENCES section. Perform the required post installation checks.

After installation and completion of the required post installation checks, make a logbook entry indicating compliance with Garmin Service Bulletin 23038.

MATERIAL INFORMATION

N/A