

Continuing Airworthiness Notice – 34-008



Garmin Aviation Web-based Services

30 July 2020

Issued by the Civil Aviation Authority of New Zealand in the interests of aviation safety. A Continuing Airworthiness Notice (CAN) is intended to alert, educate, and make recommendations to the aviation community. A CAN contains non-regulatory information and guidance that does not meet the criteria for an Airworthiness Directive (AD). The inspections and practices described in this CAN must still be carried out in accordance with the applicable NZCAR Parts 21, 43 and 91 - CAN numbering is by ATA Chapter followed by a sequential number for the next CAN in that ATA Chapter.

Applicability:

Users of Garmin Aviation online services, such as navigation database updates.

Purpose:

The CAN is issued to advise users of Garmin Aviation online services of a recent interruption of these services.

Background:

This CAN is prompted by CAA awareness of a recent incident regarding the availability of access to Garmin online communications and customer support, including services such as navigation data downloads, flyGarmin and the associated website, plus the Garmin Pilot app and electronic logbook data.

These Garmin services were interrupted on 27 July 2020.

Garmin Aviation has subsequently advised that their aviation services are now fully operational.

The CAA has contacted Garmin for confirmation that there is no safety of flight concern related to corrupt data resulting from the recent incident.

The following links about Garmin Aviation web-based services are provided for information only.

<https://www.avweb.com/aviation-news/garmin-web-based-utilities-down-after-suspected-attack/?MailingID=404>

<https://status.flygarmin.com/>

Recommendation:

If any further CAA alerts, or recommendations are necessary concerning Garmin Aviation online services, then the CAA will communicate this to users.

Note:

If users experience any problems with accessing or loading navigation database updates provided by Garmin Aviation, then complete a CA005D Defect Report form, or complete a CA005 Occurrence Report form and submit the form to the CAA at CA005@caa.govt.nz or report findings via the online reporting system available at <https://occurrences.caa.govt.nz/ProdUI/>

Please include details of issues experienced and any other relevant technical information. Defect/Occurrence Report forms can be obtained from <https://www.aviation.govt.nz/about-us/forms/Filter/?SearchTerm=&Rule=8>