



1200 E. 151<sup>st</sup> Street  
Olathe, KS 66062  
913-397-8200

## SERVICE ADVISORY

**NO.: 25065 Rev A**

**TO:** GSA 28 Owners and Operators  
**DATE:** September 22, 2025  
**SUBJECT:** GSA 28 Service Life Extension Program Reminder

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### **PRODUCTS AFFECTED**

Unit listed below that have not complied with Garmin Service Bulletins 23038 and 23024 are affected:

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

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

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

-21 GSA 28 units:

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

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

<https://Garmin.com/GSA28Info>

Refer to Garmin Service Bulletin 23038 for instructions on replacing the GSA 28 -00/-20.

### **ISSUE**

The GSA 28 Service Life Extension Program is approaching the halfway point of its five-year warranty period, which expires on May 4, 2028. This program provides comprehensive updates to all affected GSA 28 servos under warranty, incorporating design and manufacturing process improvements implemented to enhance field reliability. While many customers have taken advantage of this program since Service Bulletins 23038 and 23024 were published in May 2023, a significant number of affected units remain eligible for exchange.

Given that most customers prefer to complete this service bulletin during regularly scheduled maintenance or annual inspections, and considering the limited capacity of authorized service shops, scheduling delays are inevitable as we approach the program deadline. To ensure warranty coverage and avoid potential service interruptions, we strongly recommend that owners of affected GSA 28 servos coordinate with their authorized Garmin dealer to schedule the required servo exchange well in advance of the May 4, 2028 deadline. Requests for Return Material Authorizations (RMAs) received after this date may not be eligible for warranty reimbursement under this program.

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