



**4 MB Upgrade Program for TSO-Certified Approach and Approach Plus (including I/O models)
GPS Navigation Management Systems**

**Frequently Asked Questions (FAQs)
Updated 8.25.09**

1. Question

Is this upgrade going to affect my GPS navigation system and when will it take place?

Answer

The upgrade applies to all FreeFlight Systems TSO-approved Approach and Approach Plus GPS Navigation Management Systems (including the I/O models) and equivalent legacy equipment with the Trimble name. The 4 MB upgrade begins immediately with a requirement to complete the Approach models with the 1 MB card and the Approach Plus models with the 2 MB card no later than June 4, 2009. (*The date for the 1 MB card upgrade has been extended from December 13, 2008 to June 4, 2009.*) To avoid the \$300 rush charge, please ship your Approach and your Approach Plus systems by May 4, 2009.

Update

Data card updates from Jeppesen are now available only in the 4 MB format. We continue to work hard upgrading the backlog of units we received, and are still accepting units for the 4 MB upgrade.

2. Question

Will I retain my current capability/functions?

Answer

Yes, and in many cases you will receive additional and/or improved capability. Please consult the *Installation Manual and Pilot Guide* for additional information.

3. Question

Will I receive new manuals?

Answer

Yes, new supplements of the *Installation Manual and Pilot Guide* will be supplied with the upgrade.

4. Question

Does this upgrade include Search And Rescue (SAR) capability?

Answer

As part of this upgrade, SAR will be provided in all FreeFlight Systems 2101 I/O Approach Plus models.

5. Question

What FreeFlight Systems GPS navigation management system models are affected by this upgrade?

Answer

This upgrade is applicable to all FreeFlight Systems TSO-approved Approach and Approach Plus GPS Navigation Management Systems (including the I/O models) and equivalent legacy equipment with the Trimble name. Models include:

- TNL 2000 Approach and Approach Plus GPS Navigation Systems
- FreeFlight Systems/Trimble 2101 and 2101 I/O Approach and Approach Plus GPS Navigation Systems

If you have any questions about your GPS navigation management system, please call FreeFlight Systems' Technical Support Team at 800.487.4662 or 1+254.662-0000 or refer to SIL FFS04 on the FreeFlight Systems website, www.freeflightsystems.com.

6. Question

How do I get the upgrade?

Answer

For your convenience, you have two avenues to complete the upgrade. If you are located in the United States, you may contact FreeFlight Systems directly or your avionics dealer to arrange for your system to be returned to the factory. For our international customers, you may return your systems to FreeFlight Systems, or to one of FreeFlight Systems' Factory Authorized Repair Centers which can be found on our website at www.freeflightsystems.com.

7. Question

How long will it take to have the modification performed at the FreeFlight Systems Factory?

Answer

Due to high demand at the FreeFlight Systems Factory, the upgrade will take up to 15 business days, plus shipping time. To avoid the \$300 rush charges, please ship your Approach and Approach Plus systems to FreeFlight Systems or your dealer by May 4, 2009.

Update

Our technicians have been working overtime to upgrade over 3500 units so far in addition to their normal workload of repairs, but there is still a backlog of units that are waiting in line for the upgrade. As a result of this overload of units and the number of customers who have paid the rush charge to move their units ahead of those who have chosen not to rush their units, the turn time for a specific upgrade can be up to 5 weeks or more. The backlog of units to upgrade is beginning to diminish and the turn times should improve back to the original 15 business days or less by the middle of September 2009. These turn times are only estimates and are NOT guaranteed.

- 8. Question**
How much will it cost me for the upgrade?
Answer
If the upgrade is performed at the FreeFlight Systems factory, the price will be \$950 per system, plus shipping. Please ship your system as soon as possible to avoid the \$300 rush charge.
- 9. Question**
Will I get a new data card?
Answer
Yes. One 4 MB data card will be provided with the upgrade. If you would like additional cards, please include the request with your order. The list price for additional 4 MB cards is \$400 each for blank cards and \$650 each for cards programmed with the current cycle data for your region.
- 10. Question**
When will I be able to take full advantage of the extra memory?
Answer
In June 2009, only the 4 MB NavData® services will be supported. At that time, you will be able to take full advantage of the additional memory capability.
- 11. Question**
Will there be a hard switch-over point at which time I will only be able to receive/use 4 MB databases?
Answer
Yes. June 4, 2009.
Update
Data card updates from Jeppesen are now available only in the 4 MB format.
- 12. Question**
Are any of the external interfaces affected by this upgrade?
Answer
There are additional data and functionality present in the system interfaces. The additional functionality is fully backward compatible. Please see the *Installation Manual and Pilot Guide* for additional information.
- 13. Question**
Is this upgrade covered under warranty?
Answer
Yes. If your unit is under warranty, this upgrade is covered.
- 14. Question**
How long will this upgrade sustain this product?
Answer
We expect this upgrade to sustain the existing products for at least 3 to 5 years given current nav data growth patterns.

- 15. Question**
Will Jeppesen continue to support the models affected with updated databases?
Answer
Yes, FreeFlight Systems and Jeppesen are committed to supporting these products for the foreseeable future.
- 16. Question**
Will I receive additional functionality?
Answer
There are additional data and functionality present in the system interfaces. The additional functionality is fully backward compatible. Please see the *Installation Manual and Pilot Guide* for additional information.
- 17. Questions**
Are freight/shipping charges included?
Answer
Freight/shipping charges will be itemized on your invoice and are in addition to the \$950 charge.
- 18. Question**
Must I send my old data card(s) back to FreeFlight Systems for the upgrade?
Answer
No. As part of the upgrade program, you will receive a new higher capacity 4 MB data card. Please do not return your old data card(s).
- 19. Question**
Can I still use my old data card(s)?
Answer
In the short term until June 4, 2009 when all 4 MB upgrades must be completed. Please allow enough time for the upgrade to avoid rush charges and any interruption in your navdata services.
- 20. Question**
Will there be a new part number for the data being placed on the new 4 MB data card?
Answer
There will be no part number changes if you currently own the 2 MB data product. If you have a 1 MB data card, you will need to upgrade to the 4 MB data card no later than June 4, 2009. At that time, the 1 MB NavData® services will be phased out by Jeppesen. The new 4 MB NavData® service will not have a new part number.