

## SERVICE BULLETIN: URGENT T 5X AND TT™ 15X DEVICE SOFTWARE UPDATE

### ISSUE

Garmin has identified an issue that can prevent the affected dog devices from working correctly. The status LED on the affected dog devices will continuously flash red when connected for charging. Installing the latest software will greatly reduce the risk of this issue occurring. If your device is already experiencing this issue, you will require a replacement device. You can contact Garmin Support ([support.garmin.com](http://support.garmin.com)) or your Garmin dealer for a free replacement device.

### COMPLIANCE

Mandatory

### RESOLUTION

Update the software version of your device to version 2.28.

#### Updating Software with Garmin Express

You can use the Garmin Express™ application to download and install the latest software updates for your device.

1. If you do not have the Garmin Express application installed on your computer, go to [garmin.com/express](http://garmin.com/express) and follow the on-screen instructions to install it.
2. Open the Garmin Express application.
3. Snap the charging clip onto your dog device.
4. Connect your dog device to your computer using a USB cable.

The small end of the USB cable connects to the USB port on the charging clip, and the other end connects to an available USB port on your computer.

5. In the Garmin Express application, select **Add a Device**.  
The Garmin Express application searches for your device and displays the device name and serial number.
6. Select **Add Device**, and follow the on-screen instructions to add your device to the Garmin Express application.  
When setup is complete, the Garmin Express application displays the updates available for your device.
7. Select **Install All**.  
The Garmin Express application downloads and installs the updates onto your device.
8. Follow the on-screen instructions during the update process to finish installing updates.

For more information, go to [Installing Software Updates to Garmin Dog Products Using Garmin Express](#).

### APPENDIX: PRODUCTS AFFECTED

| PART NUMBER  | DESCRIPTION                 |              |                           |
|--------------|-----------------------------|--------------|---------------------------|
| 010-02755-00 | Alpha 200, TT15x Bundle, US | 010-02755-80 | TT15x GPS Collar, US      |
| 010-02755-70 | T5x GPS Collar, US          | 010-02755-81 | TT15x GPS Collar, EU      |
| 010-02755-71 | T5x GPS Collar, EU          | 010-02755-82 | TT15x GPS Collar, AUS     |
| 010-02755-72 | T5x GPS Collar, AUS         | 010-02755-83 | TT15x GPS Collar, NZ      |
| 010-02755-73 | T5x GPS Collar, NZ          | 010-02755-84 | TT15x F GPS Collar, F     |
| 010-02755-74 | T5x F GPS Collar, F         | 010-02755-85 | KT15x GPS Collar, K       |
| 010-02755-75 | K5x GPS Collar, K           | 010-02755-C4 | T5x GPS Collar, EU (GR)   |
|              |                             | 010-02755-C5 | TT15x GPS Collar, EU (GR) |