

Advisory Wire

REFERENCE NO: AW300-23-0419

EFFECTIVITY: Challenger 300
Challenger 350
Challenger 3500

ATA: 23-15

**SUBJECT: Satcom Data Unit (SDU-2200)
Software Upgrade Available**

1. REFERENCES:

- 1.1. Collins Aerospace Service Bulletin (SB) [SDU-2200-2-23-4 Rev 1](#) - Software Upgrade to Enhance Performance and Satellite Handover Transition (523-0825995)
- 1.2. Bombardier Advisory Wire (AW) [300-23-0248](#) Satcom Handover Transition
- 1.3. Collins Aerospace Service Information Letter (SIL) [SDU-2200-2 SIL 15-1](#) - Satellite Handover Disabled when IRS Not Available at Start-up (523-0823536)
- 1.4. Service Bulletin 100-23-23 Modification - Communications - Installation of Inmarsat Satellite Communication (SATCOM) System Option (C23-435)
- 1.5. Service Bulletin 350-23-012 Modification - Communications - Installation of Inmarsat Satellite Communication (SATCOM) System Option (C23-435)

2. INTRODUCTION:

This Advisory Wire (AW) is to inform operators of aircraft equipped with the Collins Aerospace Satellite Data Unit (SDU), model SDU-2200-2, that a new software upgrade is now available (Ref 1.1).

This software upgrade enhances system performances and addresses the satellite handover transition issues as described in AW300-23-0248 (Ref 1.2).

Customer Services

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3. DESCRIPTION:

Since the entry in service of the latest optional L-Band satcom generation SDU-2200-2 (Ref 1.4 and 1.5), some issues were reported by operators and service providers.

The main ones are listed in the Vendor Service Bulletin (VSB) (Ref 1.1):

- Satellite Handover feature disabled when missing IRS labels at power up (Ref 1.3)
- SDU continuously logs off satellites
- Transmit Block causes long term SwiftBroadband (SBB) outage and requires SDU power cycle
- SDU maintenance log being flooded with "BGAN REGISTERED PS" every second
- Satellite Handover Algorithm not optimized for Alphasat, MEAS and China SAS

The Collins optional VSB (Ref 1.1) upgrades the software of SDU-2200-2, part number 822-3009-001 (i.e., no part number change only MOD 4 level change) at the Collins Aerospace Service Center. Please note, if the SDU 2200-2 is replaced, a MOD 4 unit could be provided as Collins is upgrading units on an attrition basis.

The updated SDU MOD 4 unit requires operator to load the latest User Owner Requirement Tables (U-ORT). The U-ORT is backward compatible with all SDUs, pre and post Collins Aerospace VSB (Ref 1.1) and can be loaded prior to the replacement of SDU 2200-2. To avoid any issue, the latest U-ORT should be loaded at the next maintenance opportunity. The main service provider U-ORT are downloadable from the Bombardier Customer Portal.

If operators have subscribed to Classic Aero services only, the new software update may create a nuisance condition where call and event logs will not be accurate and workable. There is no impact on the satcom functionality. The operators who subscribe to both services, Classic Aero and SBB, will have workable call and event logs, as well as, satcom functionality.

4. ACTION:

For operators who do not have the issues mentioned above, the SDU 2200-2 software upgrade VSB (Ref 1.1) is not necessary. If any of the above listed issues are experienced, operators should be aware of the available VSB (Ref 1.1).

Should you have any questions or require additional information, please contact your Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC) 24/7.