

# Advisory Wire

REFERENCE NO: AW300-56-0428

EFFECTIVITY: Challenger 3500  
Challenger 350

ATA: 56-21

**SUBJECT: Cabin Window Condensation**

## 1. REFERENCES:

N/A

## 2. INTRODUCTION:

This Advisory Wire (AW) is to inform operators of an ongoing investigation into reports of in flight cabin window condensation on certain aircraft.

## 3. DESCRIPTION:

Several Challenger 350 and 3500 operators have reported instances of excessive condensation forming on cabin window during flight, particularly within the first year of Entry into Service (EIS). In the most severe cases, water accumulation has been observed at the base of the window.

In response, Bombardier submitted a Service Difficulty Report (SDR) to Transport Canada to formally document the condition. Following a standard airworthiness review, the issue was assessed and determined not to pose a safety concern.

An investigation has been initiated in collaboration with PPG to identify the root cause. It is important to note that minor condensation typically occurring after longer flights and dissipating within a few hours post landing is not within the scope of this investigation.

## 4. ACTION:

To support the ongoing investigation, operators are requested to report any instance of excessive cabin window condensation to their respective Field Service Representatives (FSR).

Bombardier and PPG are actively working to determine the root cause. This AW will be updated as new information becomes available.

For technical inquiries related to this AW, please contact your local Field service Representative (FSR) or the Customer Response Center (CRC).