

# ADVISORY WIRE

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REFERENCE NO: AW300-23-0274      INFORMATION TYPE: Operational  
ATA: 23-14      EFFECTIVITY: Challenger 300 (20425)  
Challenger 350 (20500 – 20999)  
SUBJECT: **Honeywell Aspire-100  
Cabin Services Unit  
Connection Timeouts**

## 1. REFERENCE:

1.1. Honeywell Service Information Letter Publication Number D201707000001

## 2. INTRODUCTION:

This Advisory Wire (AW) is to inform Operators of aircraft equipped with the Honeywell Aspire-100 Cabin Services Unit (CSU) and the Rockwell Collins SAT-2200 Satellite Data Unit (SDU) that, when the aircraft is powered up, random connection timeouts could be experienced between both units. When this happens, there is no Internet access through the Inmarsat system.

## 3. DESCRIPTION:

This issue can occur because the Wide Area Network (WAN) port of Honeywell Aspire-100 CSU may not connect to Local Area Network (LAN) port of Rockwell Collins SAT-2200 (SDU).

During investigation of this issue with Honeywell, it was found that this timeout condition occurs to the CSU when the aircraft is being powered up only. Once the connection is established, there is no issue until next power cycle of the aircraft. The Ref. 1.1 Honeywell Service Information Letter provides details and recommended workaround.

## 4. ACTION:

Operators should be aware of the details and workaround related to the connectivity issue and refer to 1.1 SIL to avoid this issue.