

# Advisory Wire

REFERENCE NO: AW300-23-0365

INFORMATION TYPE: Maintenance Operational

ATA: 23-51

EFFECTIVITY: Challenger 300 (20003 – 20231)

**SUBJECT: ACP and CPE 4100 series  
Aural Warning too loud and  
support discontinuance**

## 1. REFERENCES:

- 1.1. [Collins Field Support Discontinuance Bulletin 2020-171M – ACP-4100 and CPE-4100](#)
- 1.2. AIPC 23-51-05 - Audio Control Panel (ACP)
- 1.3. AIPC 23-51-09 - Control Panel Electronic (CPE)

## 2. INTRODUCTION:

This Advisory Wire (AW) is to inform Operators about an audio aural warning issue reported and advise about the field support discontinuance of the Audio Control Panel (ACP) 4100 and the Control Panel Electronic (CPE) 4100.

## 3. DESCRIPTION:

Some Operators have reported a significant variation on the aural warning audio volume after the replacement of one ACP-4100. The volume of the aural warning increased to an uncomfortable audio level for the flight crew, over the speakers as well as the headset. The suspect units were sent back to Collins for investigation and each time, the unit was found to be No Fault Found (NFF).

Collins has released a field support discontinuance bulletin (Ref. 1.1) effective June 01, 2020 for the ACP-4100 and CPE-4100 series. As the manufacturing of these units was stopped in 2011, the repairs and exchange unit costs are increasing. As a result, Bombardier and Collins have jointly decided to offer special discounted pricing for NEW units to Customers to proactively, or at the time of a unit failure, replace the whole shipset to the latest ACP/CPE-5200 series.

A preventive replacement of the ACP/CPE from the 4100 series to the 5200 series could reduce the risk of a possible Aircraft On Ground (AOG) situation and will help reduce the future exchange cost of a defective unit. In comparison, the actual exchange price of the older ACP/CPE 4100 series is significantly higher compared to the ACP/CPE 5200 series.

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The replacement of the ACP/CPE 4100 to the ACP/CPE 5200 should be done as a set, meaning that all ACP/CPE 4100 from an aircraft should be replaced at the same time as they are not intermixable per the Aircraft Illustrated Parts Catalog (AIPC) (Ref 1.2 & 1.3). While customers will need to replace the entire shipset, the special discount cost will be the same or less than 2 exchanges of an old ACP or CPE 4100 series.

#### 4. ACTION:

Customers who want to benefit of this time limited discount may contact Part Services for more information. The upgrade is covered under the AIPC (Ref 1.2 & 1.3) and no additional documentation is required.

Smart Parts will not cover the proactive replacement of those units, but in the event where a Customer wants to replace their units at the same time of a unit failure, Smart Parts will cover the fee to replace the failed unit.

Once replaced, the new ACP/CPE 5200 units will be covered with a 24 month spares warranty. The special discounted prices will be in effect from now until December 2021.

In order to benefit of this offer, the removed ACP/CPE 4100 units (cores) should be returned within 21 calendar days following the order to Bombardier parts services. Bombardier reserves the right to charge full NEW spares outright sales price in the case where cores were not returned.