

Advisory Wire

REFERENCE NO: AW300-23-0374

INFORMATION TYPE: Maintenance Operational

ATA: 23-15

EFFECTIVITY: Challenger 350 (20501 – 20999)

**SUBJECT: Cabin Service Unit (CSU)
“POST will run soon” issue**

1. REFERENCES:

- 1.1. Cabin Service Unit (CSU) POST will run soon issue - [AW700-23-0734](#)
- 1.2. Cabin Service Unit (CSU) POST will run soon issue - [AW700-23-0782](#)
- 1.3. Aircraft Maintenance Manual (AMM) TASK 24-00-00-910-801
- 1.4. Aircraft Maintenance Manual (AMM) TASK 24-00-00-910-802

2. INTRODUCTION:

The Advisory Wire is to inform Operators about an issue with the Aspire 100 Cabin Services Unit (CSU). During cabin power-up, the CSU may fail to boot completely. This will display a fault on the Galley Control Panel (GCP) and Iridium and other services will not be available.

3. DESCRIPTION:

On all Challenger 350 aircraft, an issue called “Power On Self-Test (POST) will run soon” was identified. The issue was originally identified on the Global 5000 VFD / Global 6000 and Global 7500 platforms and communicated through Advisory Wires (Ref. 1.1 and 1.2).

Bombardier with the support of Honeywell found that in rare instances, an internal processor of the CSU would fail to complete its power-up sequence which causes the following symptom:

- 1) On the CSU Graphical User Interface (GUI), Iridium services are Unavailable. (Figure 1)

Customer Services

Advisory Wire

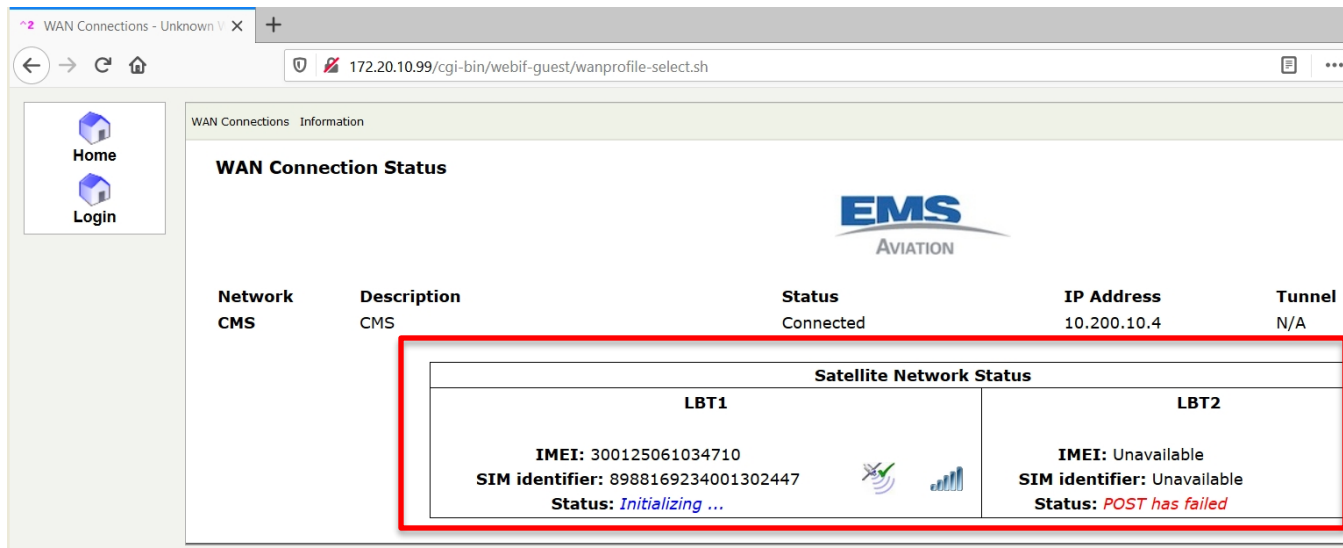


Figure 1

4. ACTION:

Bombardier is actively working with its supplier to find a solution for this issue. In the interim, should you experience any of the symptoms, the CSU will need to be reset (Ref. 1.3 and Ref. 1.4).

Should you have further technical questions regarding the Aspire 100™ cabin phone system, please contact your Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC) team 24/7.