ADVISORY WIRE
AW300-24-0132

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FROM: BOMBARDIER CUSTOMER SERVICES BUSINESS AIRCRAFT

ADVISORY WIRE

REFERENCE NO: AW300-24-0132

SUBJECT: Power Module (PMOD) P/N R3608-011 - Generator Failures at High Engine Speed

EFFECTIVITY: BD100-1A10 (20003 – 20316)

ATA: 24-31

This Advisory Wire contains Operational and Maintenance Information

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1.0 REFERENCES:

1.1 CL300 AIPC, Chapters 24- 31-21 and 24- 31-25.
1.2 Service Bulletin 100-24-17 - Modification - Primary DC Power Center (DCPC) System - Replacement Of Left, Right And Auxiliary Power Module, Part No. R3608-011 Without The Letter “G” Added To The Serial Number.
1.3 Service Bulletin 100-24-15 - Modification - DC Power Center (DCPC) System - Replacement Of Printed Circuit Boards (PCB) In The Left, Right, And Auxiliary DCPC

2.0 INTRODUCTION:

This Advisory Wire is to inform Operators about a recent issue found on the Power Module (PMOD), P/N R3608-011 (Amendments E & F) (see ref. 1.1) and the release of Ref. 1.2 Service Bulletin to remedy the situation.

3.0 DESCRIPTION:

Several Operators have recently reported cases of generator failure “GEN FAIL” CAS messages when operating at high engine speed settings such as take off and cruise power modes. In all cases reported, the following was also found:

1. The generator failed could not be re-engaged
2. The on-side Generator Control Unit (GCU) was reported failed by the aircraft Maintenance Diagnostic Computer (MDC)
3. The generator failure could not be duplicated on the ground
4. The replacement of the on-side GCU did not solve the issue
5. The replacement of the on-side PMOD did solve the issue

The investigation of the removed PMOD revealed that when operated under conditions of high internal temperature and high engine speed setting, the internal power supply was inadvertently turned to “off”, resulting in the condition described above.

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The root cause of the power supply inadvertently turning off was found to be due to an issue within the control circuitry of the power supply. Not all PMOD are affected by this condition. Some units were tested and found functional under the same conditions.

This issue was resolved through the introduction of PMOD P/N R3608-011, Amendment G, which incorporates a design change to the control circuitry of the power supply.

Any PMOD removed for a failure reason will be replaced with an upgraded PMOD. The ref. 1.2 Service Bulletin is issued to replace the PMOD at the same time as incorporation of the ref. 1.3 Service Bulletin. To minimize aircraft downtime, Operators should consider incorporating the two bulletins at the same time. The new PMOD is installed in production from aircraft 20317 and subs.

4.0 ACTION:

Operators should be aware of the above mentioned condition. To prevent unnecessary removal of parts and reduce aircraft downtime, the circumstances of any generator failure in service should be evaluated carefully to see if the above mentioned condition applies.

Ref. 1.2 and Ref. 1.3 Service Bulletins are covered by a dedicated schedule. To ensure an effective update program, advance scheduling is required through our In-Service Implementation Team (ISIT). Operators will need to contact their Regional Manager (RM), Field Service Representative (FSR) or Customer Service Representative (CSR) to schedule their aircraft.