

# Advisory Wire

REFERENCE NO:	AW300-28-0398	INFORMATION TYPE:	Maintenance
ATA:	28-41	EFFECTIVITY:	Challenger 300 Challenger 350
<b>SUBJECT:</b>	<b>SmartFix Plus Fuel System Troubleshooting Updates</b>		

## 1. REFERENCES:

- 1.1 [CL300 SmartFix Plus](#)
- 1.2 [CL350 SmartFix Plus](#)

## 2. INTRODUCTION:

This Advisory Wire (AW) is to inform Operators of updates to some SmartFix Plus™ (Ref. 1.1 and 1.2) modules for troubleshooting of the fuel system.

## 3. DESCRIPTION:

In recent years, there have been many Fuel Quantity and Gauging Computer (FQGC) removals that led to an in-depth review/analysis on 2 years of FQGC removals. This analysis revealed that the FQGC has a high No Fault Found (NFF) rate of 61% on the Challenger 300 and 81% on the Challenger 350.

In order to help reduce unnecessary FQGC removals and the NFF rate, the following SmartFix Plus™ (Ref. 1.1 and 1.2) modules have been updated with the changes described below:

### **Observed faults:**

- **ATA 28 - 282OBS003 - FUEL QUANTITY DASHED**
  - Added reference to AW300-28-0138 – Fuel tank sumping
  - Troubleshooting pages harmonized
  - Added B3 codes dropdown menu related to fuel probes
  - Added images related to fuel tank sumping
  - FQGC moved to last step of troubleshooting

# Advisory Wire

- **ATA 28 - 282OBS004 - NO FUEL QUANTITY INDICATIONS ON REFUEL/DEFUEL PANEL**
  - Added reference to AW300-28-0138 – Fuel tank sumping
  - Troubleshooting pages harmonized
  - Added B3 codes in dropdown menu as possible causes for fuel quantity indication.
  - Added images related to fuel tank sumping
- **ATA 28 - 284OBS001 - FAULTY FUEL INDICATION**
  - Added reference to AW300-28-0138 – Fuel tank sumping
  - Troubleshooting pages harmonized
  - Added B3 codes dropdown menu related to fuel probes
  - Added images related to fuel tank sumping
- **ATA 28 - 282OBS006 - REFUELING NOT AVAILABLE IN AUTOMATIC MODE**
  - Added reference to AW300-28-0138 – Fuel tank sumping
  - Troubleshooting pages harmonized
  - Refuel/Defuel panel images added for clarity
  - High level sensor image added and associated troubleshooting steps
  - FQGC moved to last step of procedure

## MDC fault messages:

- **ATA 28 - B3-006793 - NO FQGC-A BUS TO RDC [FQGC]**
  - Errors causing page not to display reformatted correctly

## EICAS messages :

- **ATA 28 – Advisory - FUEL QUANTITY FAULT**
  - Added reference to AW300-28-0138 – Fuel tank sumping
  - Troubleshooting Tips added regarding water contamination
- **ATA 28 – Caution - FUEL QUANTITY FAIL**
  - Added B3-648401 code missing from dropdown menu
  - Added reference to AW300-28-0138 – Fuel tank sumping
  - Troubleshooting Tips added regarding water contamination

## 4. ACTION:

Bombardier recommends operators to familiarize themselves with the content of this AW and the updated SmartFix Plus™ (Ref. 1.1 and 1.2) modules.

It is important for technicians to follow SmartFix Plus™ (Ref. 1.1 and 1.2) when troubleshooting to help reduce unnecessary FQGC removals and to improve the NFF rate.

Should you have any questions pertaining to this AW or require additional information, please contact your Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC 24/7) team.