

Advisory Wire

REFERENCE NO: AW300-44-0307, Rev 01

INFORMATION TYPE: Maintenance Operational

ATA: 23-23

EFFECTIVITY: Challenger 350 (20501 – 20772)

SUBJECT: Cabin Management System software Template 6 USB Jack Audio Issue

1. REFERENCES:

1.1. [Bombardier Service Bulletin 350-44-002 - Cabin Management System \(CMS\) - System Configuration Database Software Update](#)

1.2. [Lufthansa Technik Service Information Letter \(SIL\) - EIU3009-SIL44-0001](#)

2. INTRODUCTION:

Revision 1 of this Advisory Wire is to inform Operators about the release of the Service Bulletin (SB) (Ref. 1.1) to incorporate the latest Cabin Management System (CMS) Configuration Software Database Update (CSDB), Template 7.

3. DESCRIPTION:

The SB (Ref. 1.1) incorporates the Template 7 that corrects the Template 6 USB jack audio issue and includes all previous Template fixes. Additionally, this software upgrade must be carried out before the installation of the following replacement units:

UNIT	OBSOLETE PART NO.	NEW PART NO.
Ethernet Interface Unit	EIU3009-001-001	EIU3009-201-001
Blu-ray Player	BDP3009-001-001	BDP3009-201-001
PCU Core Module	PCS3009-001-001	PCS3009-201-001
Ethernet Decoder Unit	EDU3009-001-001	EDU3009-201-001
Ethernet Encoder Unit	EEU0910-001-001	EEU0910-201-001

Operators should be aware in the case of an Ethernet Interface Unit (EIU) exchange or CMS software update, additional loading time may be required. As a result, the Galley Control Panel (GCP) may not be responsive and stay black for up to 20 minutes. The SIL (Ref.1.2) provides information on how to check if extended update time is required and how to proceed.

Advisory Wire

4. ACTION:

Bombardier recommends Operators upgrade to Template 7 by incorporating the SB (Ref. 1.1). The software is available free of charge if a no-charge purchase order is sent to Bombardier Aerospace in less than 12 months from the SB basic issue release date, Jan 21/2019.

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