

Advisory Wire

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| REFERENCE NO: | AW300-44-0334 | INFORMATION TYPE: | Maintenance |
| ATA: | 44-20 | EFFECTIVITY: | Challenger 350 (20501 – 20999) |
| SUBJECT: | Honeywell Aspire 100 and Lufthansa NICE HD compatibility Issue | | |

1. REFERENCES:

1.1 Reference Instruction Letter (RIL) - Honeywell Aspire 100 Cabin Service Unit (CSU) configuration modification of security settings - [RIL BD-0086](#)

2. INTRODUCTION:

This Advisory Wire is to inform operators of a compatibility issue between the Honeywell Aspire 100 and the Lufthansa NICE system where the Ethernet Interface Unit (EIU) can freeze and become unresponsive.

3. DESCRIPTION:

For aircraft serial number (SN) 20501 to 20724, if the Cabin Service Unit (CSU) is unresponsive (failed) and someone presses on the “Do Not Disturb” command on the Galley Control Panel (GCP), then the EIU will become unresponsive. The Cabin system will no longer be able to be controlled and will not respond to any commands provided. A cabin power reset will be required to regain access to the cabin systems.

Aircraft SN 20725 to 20803 equipped with the GoGo Biz 4G option (also known as GoGo Avance L5 system) or the Inmarsat Swift Broadband (SBB) option are the most impacted. This condition exists once someone presses the “Do Not Disturb” regardless if the CSU has failed or not; the CSU firewall will block the “Do Not Disturb” command sent from the EIU and will never process the command. To mitigate this issue, Bombardier has released a RIL BD-0086 (ref 1.1) to update the configuration of the CSU to allow a response to the EIU “Do Not Disturb” command

Aircraft SN 20804 and subsequent have incorporated the RIL BD-0086 (ref 1.1) in production to temporarily fix this issue.

4. ACTION:

Operators should be aware of this condition regarding the unresponsive EIU and the need to for a cabin reset for aircraft 20501 to 20724 or the available RIL (Ref. 1.1.) for aircraft 20725 to 20803.

Bombardier will investigate with the suppliers to get a permanent resolution as soon as possible and will keep operators informed of the progress through revisions of this Advisor Wire.

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