

Advisory Wire

REFERENCE NO:	AW300-44-0364	INFORMATION TYPE:	Maintenance Operational
ATA:	44-30	EFFECTIVITY:	Challenger 350 (20501 to 20999)
SUBJECT:	UCS-5000 Software V4.9 Update		

1. REFERENCES:

- 1.1. D18813-018, Rev D - Service Information Letter, UCS-5000 Software Upgrade to Software Version 4.9
- 1.2. TB-134 - Customer Guidance Regarding Discrete Wiring for SBB with the UCS-5000 following implementation of SW Upgrade 4.9

2. INTRODUCTION:

This Advisory Wire (AW) is to inform Operators that Gogo Business Aviation has released a new software revision 4.9 for the UCS-5000 part number P17000-00X.

3. DESCRIPTION:

Bombardier recommends the implementation of this new software version on all aircrafts equipped with a UCS-5000 since Software (SW) 4.9 introduces enhancements to the overall user experience, as well as new features and capabilities.

However, operators should be aware of the following condition before accomplishing the software upgrade:

Gogo discovered an issue affecting Vision and non-Vision customers with non-Cobham / Thrane Swift Broadband (SBB) that is contained in the UCS-5000 SW 4.9 software release. With SW 4.9, the UCS-5000 does not recognize SBB as an available bearer unless Discrete IN-5 (SBB-Available) Pin is grounded.

4. ACTION:

For aircraft with the Gogo Vision services that do not have an SBB system installed, Bombardier recommends the incorporation of ref. 1.1.

For aircraft with or without the Gogo Vision services and equipped with a non-Cobham / Thrane SwiftBroadband (SBB), such as the Collins SAT-2200 Inmarsat System, a modification to the wiring of the UCS-5000 will be required as shown in ref 1.2 following the incorporation of ref 1.1. The discrete IN-5 (SBB-Available) needs to be grounded.

Customer Services

Advisory Wire

Since the installation of the UCS-5000 is approved under the Bombardier Completion Supplemental Type Certificate (STC), a Service Request for Product Support Action (SRPSA) needs to be submitted to Bombardier in order to obtain Engineering and Certification coverage.

Should you have further technical questions, please contact your local Gogo Business Aviation representative, Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC).