

# Advisory Wire

REFERENCE NO:	AW300-79-0128, Rev 02	INFORMATION TYPE:	Maintenance Operational
ATA:	79-00	EFFECTIVITY:	Challenger 300 (20003 - 20457) Challenger 350 (20501 - 20999)
SUBJECT:	No Fault Found Reduction Initiative and Troubleshooting Information – Engine Remote Oil Level Sensor		

## 1.0 REFERENCES:

1.1 SmartFix™ Plus – Observed Faults - ATA 79 - Oil

## 2.0 INTRODUCTION:

The aim of this Advisory Wire revision is to remind Operators of the SmartFix™ Plus cleaning procedure and the importance of reporting all Remote Oil Level Sensor (ROLS – p/n 762011-3-0) removals to your Bombardier Field Service Representative.

## 3.0 DESCRIPTION:

Operators have reported cases where the “FULL” and “CHECK OIL” lights on the REFUEL/DEFUEL panel are illuminated at the same time. Having both the “FULL” and “CHECK OIL” lights at the same time indicates there is an anomaly within the system. At this point, troubleshooting should start with a few basic and simple steps, as outlined in SmartFix™ Plus, before actually removing and replacing the probe.

A significant number of removed probes were declared to be No Fault Found (NFF) and subsequently returned to service with no repeat failures reported thereafter. It is suspected that dirt or moisture on the ROLS could be at the root of the NFF issue. Had the dirt or moisture been cleaned off, the sensor could have stayed on the aircraft. In order to help reduce the NFF rate on the sensor, the SmartFix™ Plus procedure has been created with troubleshooting and cleaning recommendations.

This SmartFix™ Plus procedure, introduced in August 2010, has proven to be efficient in lowering the number of ROLS removals, along with the NFF rate. It also has improved the subsequent MTBUR since the last revision of this Advisory Wire in 2013. However, there has been a recent resurgence of failures with many “No Fault Found” findings for this component and we would like to remind operators to ensure that the SmartFix™ Plus Troubleshooting procedure is carry out before declaring the units failed.

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## 4.0 ACTION:

If you experience a condition where both the “FULL” and “CHECK OIL” lights are on at the same time, we ask that you make sure to carry out the troubleshooting procedures listed in SmartFix™ Plus before removing any probe.

In SmartFix™ Plus the Remote Oil Level Sensor troubleshooting is found under the OTHER OBSERVED FAULTS link in the TROUBLESHOOTING menu. Then select ATA 79 - OIL from the grid and then select the “Normal and Check Oil Lights On at the Same Time” link.

SmartFix™ Plus can be accessed from the Customer Portal Website at:

<https://my.businessaircraft.bombardier.com>, then follow the QuickLinks to access SmartFix™ Plus.

If the issue persists after having performed the SmartFix™ Plus cleaning procedure, please be sure to report the problem to your Bombardier Field Service Representative as this will help Intertechnique and Bombardier reduce the number of NFFs.

Operators should also annotate the return documentation indicating that the SmartFix™ Plus troubleshooting procedure has been carried out. If it has not been noted, there is an increase chance that the component will be returned to service at a later date with “No Fault Found” (NFF).