

Detailed FQGC Troubleshooting Report

Bombardier is gathering detailed troubleshooting information on the most frequently removed Challenger components. To support the technical investigation, FSRs and Service Centers are requested to open a customer issue and complete this questionnaire when troubleshooting or removing a Fuel Quantity Gauging Computer PN 738360-1-2.

MDC download, customer issue report, and questionnaire are to be returned to your Field Services Representative (FSR) or the Customer Response Center (CRC) by e-mail at: ac.yul@aero.bombardier.com

Reference Customer Issue number: _____

Aircraft and Component Identification

Complete table if information is not provided in referenced Customer Issue.

A/C S/N	A/C Hours	A/C Landings	Unit P/N	Unit S/N
			738360-1-2	
Contact Name:			Date:	Phone No:

EICAS MESSAGES			
Check the related fault message(s) below:			
<input type="checkbox"/> FUEL IMBALANCE (CAUTION)	<input type="checkbox"/> FUEL QUANTITY FAIL (CAUTION)	<input type="checkbox"/> FUEL QUANTITY LOW (CAUTION)	<input type="checkbox"/> L FUEL COLLECTOR LOW (CAUTION)
<input type="checkbox"/> R FUEL COLLECTOR LOW (CAUTION)	<input type="checkbox"/> FUEL GRAV XFLOW FAIL (ADVISORY)	<input type="checkbox"/> FUEL QUANTITY FAULT (ADVISORY)	<input type="checkbox"/> FUEL XFER FAIL (ADVISORY)
<input type="checkbox"/> Others. Specify: _____			

OBSERVED FAULTS		
Check the related observed fault(s) below:		
<input type="checkbox"/> FUEL QTY DASH	<input type="checkbox"/> FAULTY FUEL INDICATION	<input type="checkbox"/> NO FUEL INDICATION ON REFUEL/DEFUEL PANEL
<input type="checkbox"/> REFUELING NOT AVAIL. IN AUTO MODE	<input type="checkbox"/> REFUEL/DEFUEL PANEL "NORMAL" & "CHECK OIL" LIGHTS ON OR FLASHING	<input type="checkbox"/> REFUEL/DEFUEL SOV WILL NOT OPEN IN MANUAL MODE
<input type="checkbox"/> Others. Specify: _____		

MDC INFORMATION	
Is the fault logged in the MDC Active Fault?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Fault # (i.e.: B3-006789) _____	Fault nomenclature: (i.e.: INTERNAL FAULT): _____
Is the fault logged in the MDC Fault History? (Air, Taxi, Intermittent) Specify: _____	
Fault # (i.e.: B3-006789) _____	Fault nomenclature: (i.e.: INTERNAL FAULT): _____

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FAULT DETAILS	
Fault Description:	
Report any maintenance or recent event with the fuel system:	
FAULT DETAILS (Continued)	
When did the fault occur? <input type="checkbox"/> Power up <input type="checkbox"/> On ground <input type="checkbox"/> During R/D <input type="checkbox"/> In flight	
Was the message still posted after flight?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was the problem intermittent?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the fault be reproduced while troubleshooting?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was SMARTFIX™ PLUS used for troubleshooting:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was a wiring check performed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was the Fuel Probe Capacitance checked?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was the Oil Level Probe removed, inspected and cleaned?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was the Calibration of the Remote Oil-Indicating System performed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was another component replaced to fix the problem?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Component replaced: _____ P/N: _____ S/N: _____	

DOWNLOAD	
Perform a Non-Volatile Memory (NVM) download of the MDC, AMM TASK 45-45-01-970-802.	
Was the MDC NVM download successful?	<input type="checkbox"/> Yes <input type="checkbox"/> No