



Customer FORUM & Newsletter

WEDNESDAY, JULY 30TH, 2008

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LEARJET, CHALLENGER AND GLOBAL SERIES CUSTOMERS **Video Introduction from Andy Nureddin**

On Friday, July 25th 2008, a video message from Andy Nureddin, Vice President, Customer Services and Support, was posted on the Customer Services CIC website and Business Aircraft section of the Bombardier Aerospace website.

The video discusses Andy's vision for Customer Services and Support. For your convenience, a transcript of Andy's message to you has been provided below.

Hello, I'm Andy Nureddin, the Vice President of Customer Services and Support for Business Aircraft at Bombardier. I'd like to thank you for taking a moment to let me introduce myself and for giving me the opportunity to update you on my vision.

Over the last 25 years, I've been a pilot, a maintenance engineer and have led many customer service initiatives that have touched nearly every aspect of customer support.

Since 2006, Bombardier Customer Services and Support has successfully completed many initiatives that have gone a long way in improving the level of support that we provide to you. The results of these efforts are beginning to show.

In the last six months, there has been a 20% improvement in our AOG return to service within 24 hours, Bombardier's OEM Service Centers have been awarded a 92% satisfaction rating from our customers, we've decreased our warranty processing period dramatically from 19 to 7 days and our spares fill-rates are approaching 95%.

While many of you have acknowledged these improvements, we know that we need to do better in order to achieve our maximum potential.

[In the next few weeks], the results of the AIN and Professional Pilot magazine surveys will be released. We expect an improvement in certain areas from last year, but do not anticipate our overall ranking will change.

I would like to thank the customers that invested the time to participate in the surveys. I will be using your results and other customer feedback, employee knowledge and my own experience, and the input of Bombardier's leadership team to refine both our short-term and long-term strategies.

We are prepared to do whatever it takes to build a world-class organization. This means aligning our teams and giving our employees the support and tools they need to provide you with an amazing customer experience.

Video introduction from Andy Nureddin... (Cont'd)

It is my belief that our customers fly the world's best aircraft and deserve to be backed by the world's best service and support organization.

I've made it my goal to make this a reality.

Thank you

To view the video:

You can access the video by visiting either the CIC website at: www.cic.bombardier.com or the Bombardier Business Aircraft website homepage at: <http://www.bombardier.com/en/aerospace/products/business-aircraft> and clicking on the "Meet Andy" animated Flash in the right-hand menu.

LEARJET 60XR

Audio International, Inc. Monitor and PCU Cleaning - ATA 25

This article is intended to provide the necessary data to ensure operators have the proper instructions and materials to accurately maintain the appearance and quality of the cabin entertainment monitor screen(s) and Passenger Control Units (PCU) installed in their aircraft. The cabin entertainment monitor(s) and PCUs in the aircraft must be cleaned per the specifications provided by Audio International, Inc. Any deviation from the processes specified by Learjet or Audio International, Inc. or deviation of the materials used to clean the monitor and touch screens may void the 2 year completion warranty.

Learjet and Audio International, Inc. recommend a cleaning interval of at least once every three months, or when excessive dust or dirt becomes apparent by using "Kleen & Dry" twin pack cleaning systems from Read Right. The twin pack is an isopropyl alcohol based cleaner / anti-static solution and lint-free drying cloth. These twin packs can be obtained locally.

DO NOT use Benzene, ammonia, thinner or any other volatile substance to clean the monitor or PCU.
DO NOT allow cleaner to puddle or pool around the edges. Seepage may damage internal circuitry.

Prior to cleaning, ensure the monitor and/or touch screen is turned off and cool to the touch. Open the twin pack and with a gentle, even stroke, wipe the display glass. Immediately dry and gently wipe the display to a clear finish using the lint-free cloth provided in the twin pack.

Between thorough cleanings, a quality micro-fiber cloth may be used to remove fingerprints and smudges.

Cleaning information for the monitors and touch screens can be obtained from the manufacturer.

Audio International
7300 Industry drive
North Little Rock, AR 72117, USA
Phone: 501-955-2929
Fax: 501-955-2936
Website: <http://www.decraneaerospace.com/>
Email: info@decraneaerospace.com

LEARJET 40 / 45 / 60 Series Carpet Cleaning and Care - ATA 25

This article is intended to provide the necessary data to ensure operators have the proper instructions and materials to accurately maintain the appearance and quality of the carpet installed in their aircraft. The carpet in the aircraft must be cleaned per the specifications provided by the carpet manufacturer. Any deviation from the processes specified by Learjet or the carpet manufacturer, or deviation of the materials used to clean the carpet, may void the 2 year completion warranty.

For carpet cleaning and spot removal, the manufacturers recommend following three basic steps: First - vacuum regularly. Second - remove spills immediately. Third - use a professional cleaning service as required. It is suggested that professional cleaning not be undertaken more than once every one to two years.

When vacuuming wool carpet, utilize an upright vacuum with a beater bar / brush for cut pile carpet or a suction only vacuum for loop pile Berber carpets (to prevent fuzzing). Replace the vacuum dust bag when half full. Additionally, keep absorbent towels and cleaning solutions on-hand for immediate response to spills and accidents. When having the carpet professionally cleaned, use a reputable company with wool carpet cleaning experience and check references. Avoid using stain repellants that contain silicone.

Spot removal treatments are similar for carpet manufacturers, but vary in the order and cleaning agent used.

Cleaning information can be obtained from the manufacturers listed below. For information regarding what was originally installed in your aircraft, please contact your [Customer Service Representative](#).

Scott Group Custom Carpet
3232 Kraft Ave SE
Grand Rapids, MI 49512
USA
Phone: 616-954-3200
Fax: 616-954-9600
Website: www.scottgroupcustomcarpet.com
Email: info@scott-group.com

Aircraft Interior Products
535 S Emerson
Wichita, KS 67209
USA
Phone: 316-262-3496
Fax: 316-262-7939
Website: www.aipsource.com
Email: sales@aipsource.com

Kalogridis International
4819 Maple Ave
Dallas, TX 75219
USA
Phone: 214-637-0519
Fax: 214-637-3226
Website: www.kalogridis.com
Email: info@kalogridis.com

LEARJET 60 Reminder for Recommended Service Bulletin SB60-32-25

The following is a reminder for Learjet 60 customers affected by Service Bulletin [SB60-32-25](#). Operators have until December 3rd, 2008 to take advantage of the recommended SB60-32-25 under warranty coverage. This service bulletin improves the reliability of the braking system via the installation of brakes that have improved torque tube assemblies. Labor and material coverage is provided for aircraft 60-002 through 60-301 and will be pro-rated based on 750 landings.

If you require additional information regarding this Service Bulletin, please contact your [Field Service Representative](#).

CHALLENGER 300**HINTS & TIPS - Flap Transmission Brake Flight Cycle Test**

A situation was recently reported where a flight crew received a FLAPS FAIL (Amber) CAS message, resulting in the flaps becoming inoperable.

The issue was initiated as a FLAP FAULT (Cyan) CAS message posted upon landing. The crew subsequently retracted the flaps from 30 to 20 degrees and parked the aircraft.

Afterward the crew cleared the FLAP FAULT using the FLAP RESET switch (Maintenance Test Control Panel) and moved the flaps to 0 degrees without issue. Then the flaps were selected to 20 degrees and the FLAP FAIL (Amber) CAS message posted shortly after moving away from zero. The crew tried to clear the FLAPS FAIL CAS message using the FLAP RESET switch without success.

Using a 'Flaps Alternate' reset procedure (*detailed on following page*), we cleared the FLAPS FAIL and cycled the Flaps several times without further issue.

Investigation of the MDC showed the following message:

```
ATA27-52 FLAPS
FLAP CTRL UNIT  A124  10Jun2008
FAILED          00396  15:04
FTB FLIGHT CYCLE
INTERMITNT: 0  FN0`@0`@-- TAXI
Equation ID: B3-276367
```

```
LRU DIAGNOSTIC DATA
LRU NAME      DATA
350C FLAP CTRL UNIT  000002
351C FLAP CTRL UNIT  002002
352C FLAP CTRL UNIT  000002
353C FLAP CTRL UNIT  000002
354C FLAP CTRL UNIT  000002
355C FLAP CTRL UNIT  000002
DATA USED TO DETERMINE MESSAGE
LRU NAME      DATA
351C FLAP CTRL UNIT  002002
```

This code, 351C - 002002 is: FTB Flight Cycle Count Overflow Fault.

Here is an explanation regarding the FTB Flight Cycle Counter and how the FTB test works:

Automatically after each 20 Flight Cycles, the flap system conducts a Flap Transmission Brake (FTB) functional test. The test is conducted during flap retraction from 10 to 0 degrees under the following conditions: Weight on Wheels & Airspeed less than or equal to 70 Knots.

The FTB test sequence starts during retraction from 10 degrees, verifies hydraulic pressure is valid, waits 0.5 seconds, then checks the Left FTB and then the Right FTB, actuating each brake independently to verify movement does not exceed 5 degrees while the brakes are actuated. This process takes up to four seconds for each FTB. In other words the flaps may appear to start retraction and stop or hesitate for up to eight seconds between 10 and 0 degrees.

HINTS & TIPS - Flap Transmission Brake Flight Cycle Test (Cont'd)

While the test is in progress, if the flap handle is moved to another selection, or the FLAP RESET switch is pushed, the FTB Flight Cycle Test will abort and the flaps will continue to move to 0 degrees or the new selection.

However, if aborted, the FTB Flight Cycle Counter will NOT reset to zero, until a successful FTB test is performed. If the FTB Flight Cycle Counter reaches >23 Flight Cycles it will set on the MDC FTB Flight Cycle Counter Overflow Fault and the FLAPS FAULT (Cyan) CAS message, when aircraft is in weight-on-wheels condition.

The Flaps Fault message will remain on until a successful FTB test is accomplished. We recommend referring to AMM TASK 27-52-19-710-801, which provides instructions on how to perform the FTB test. It is also important to note that if the AMM test does not pass, it is very likely that either the L/R FTB has failed.

If you encounter a similar FLAPS FAULT (Cyan) CAS message posted on landing, first try selecting flaps to 0 degrees and allow extra time to see if the fault clears. It could simply be the 23rd cycle of the FTB Flight Cycle Counter requiring a little extra time to complete the test.

In the event that you find yourself in a FLAPS FAIL condition where the FLAPS RESET switch will not clear the Failure, try the following suggested reset procedure:

Challenger 300 Hints & Tips - FLAPS ALTERNATE Reset Procedure:

1. With flaps stuck at 0 (or other position) and handle at 0, turn Left and Right DCMP to On.
2. Select 'Altn Flaps' button on the Hydraulic Panel.
3. Select Flap Handle to 10.
4. Engage the flap critical reset switch on the PMAT panel by the entry door.
5. Move the handle back to 0 degrees. If successful, the flaps on the synoptic page should turn green.
6. Move the handle back to 10 and allow the flaps to deploy and stop at 10.
7. Move the handle back to 0 and allow the flaps to retract and stop at 0.
8. If no further issues, push the 'Altn Flaps' button to switch back to normal mode and run the flaps to verify fault is still cleared.

Customers with questions, or those requiring technical assistance on this procedure, should contact their [Field Service Representative](#).

CHALLENGER 300

Possibility of Spoiler Chattering when operating the DCMP

This article is to inform operators about possible chattering of the spoilers when operating only on the DCMPs (Direct Current Motor Pump).

This condition is due to low hydraulic flow. According to the vendor's Component Maintenance Manual (29-12-09), the DCMPs provide a hydraulic fluid flow of 1.14 gallons (4.3 liters) per minute at 2800 ± 29 PSI, which is not enough to operate the spoilers efficiently. This condition can cause chattering and/or result in an amber Spoiler Fault CAS message being posted.

To prevent chattering, operators should deploy and retract the spoilers using a ground hydraulic power unit. The ground hydraulic power unit should be adjusted to provide 6 gallons (22.71 liters) per minute (refer to AMM task 29-10-00-480-801).

If a ground hydraulic power unit is not available, the use of the Engine Driven Pumps (EDPs) will also provide sufficient hydraulic fluid flow to operate the spoilers.

GLOBAL SERIES

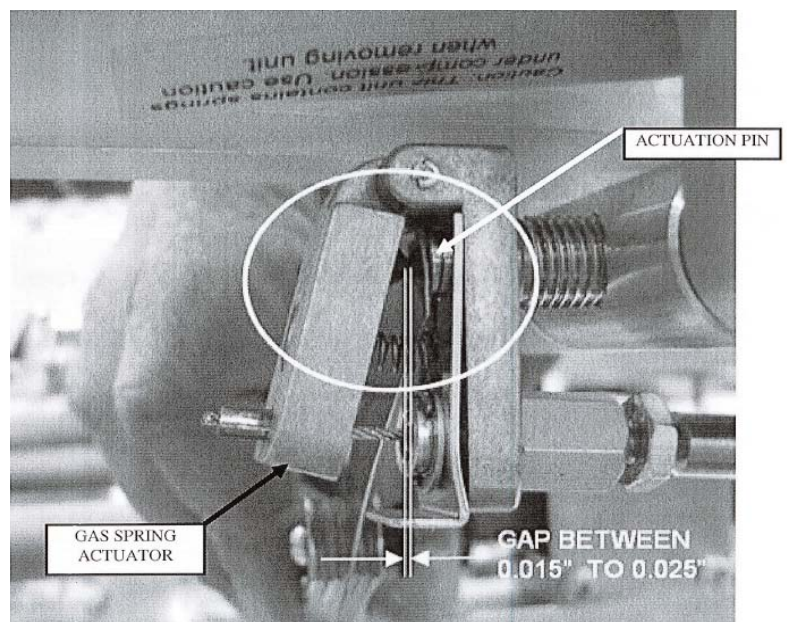
Cabin Seat Leg Rest - ATA 25

This article is intended to provide operators with additional adjustment procedures on-ground for the cabin seat leg rest (Ultraloc), which are not covered in the BE Aerospace CMM (Component Maintenance Manual).

This procedure will help reduce the possibility of leaking (creeping of the legrests) by the cylinders and prevent unnecessary replacement of units.

The cabin seat model numbers affected are: 2524.526.01-() and legrest cylinder P/N 2524.001.67-CYL.

Please refer to BE Aerospace Service Letter (Service Bulletins section) number 2524.526-25-05 revision A listed on the [CIC website](#).



GLOBAL SERIES

Slat or Flap Assymetry Brake upgrade - ATA 27

Since the SFCU-15 introduction in service, we observed recently several Slat or Flap Assymetry Brake rejections (P/N GT415-5500-1).

On the SFCU-15 the brake monitoring circuit was improved, resulting in an increased sensitivity BIT check during the assymetry brake testing on power-up.

The supplier Hamilton Sundstrand (H.S) identified the root cause as being the presence of water that causes an assymetry brake assembly malfunction.

A vendor Service Bulletin (V.S.B) has been released to resolve this issue, upgrading all assymetry brakes (serial numbers 0001 through 0603) to the new one with P/N GT415-5500-3. The V.S.B FAS02AB-27-1 is currently available on [CIC website](#) and results in the improved reliability of the assymetry brake by including two additionnal drain holes in the housing.

Operators should take note that H.S will incorporate this modification into returned asymmetry brake assemblies at no charge until April 3, 2010.

CHALLENGER AND GLOBAL SERIES AIRCRAFT Service Bullentin Summary Sheet

To help customers plan for the incorporation of Service Bulletins (SB), a new line item entitled "SPECIAL PLANNING INFORMATION: Refer to Paragraph 1" has been added to the SB Summary sheet.

This line item includes YES and NO checkboxes, where a YES selection refers the customers to the first paragraph of the SB for special information concerning SB scheduling. This could include completion aspects that may result in lead times not included in the labour estimates. Procedures involving interior component removal, heat treatment or plating processes, parts ordering with long lead times and de-fueling requirements should all be considered for planning purposes prior to SB scheduling.

Meetings of SB personnel are held regularly to propose and discuss SB improvements or customer issues. If you wish to provide general comments or on specific issues concerning SBs, please write to us at the following e-mail address (also included on each SB Evaluation Form):

MTL_BBAD_SB_Evaluation@aero.bombardier.com.

Recent Releases

ADVISORY WIRES / COMMUNIQUES

AW32-044 - Learjet 45 Series - Inboard Gear Door Actuator Saddle Bolts dated July 23/08

AW604-72-0085, Rev. 2 - Challenger 601, 604 and 605 Series - CRJ200 - CF34-3 Fan Blade Separation Event dated July 28/08

AW300-24-0073, Rev. 1 - Challenger 300 Series - SB100-24-08 - Modification of DC Power Center (DCPC) system re-activated

BCSBA COM 151 - Challenger 601 Series - Challenger 601 MSG-3 Update dated July 17/08

BCSBA COM 0167 - All Learjet, Challenger, Global Series Customers - Video Introduction from Andy Nureddin - VP of Customer Services and Support dated July 25/08

SERVICE BULLETINS

Learjet Series (July 16 /08 to July 29/08)

SB40-52-07, Rev. 1 (LJ40) / **SB45-52-16, Rev. 1** (LJ45) - [Recommended] - Doors - Inspection/Replacement of the Baggage Bay Door Fire Barrier Seal

SB45-26-4, Rev. 2 (LJ45) - [Recommended] - Fire Protection - Wire Modification of the APU Fire Detection System

Challenger Series (July 16 /08 to July 29/08)

100-24-08, Rev. 1 - [Recommended] - Modification - DC Power Center (DCPC) System - Replacement of Printed Circuit Boards (PCBs) in the Left, Right and Auxiliary DCPC

600-0741 / 601-0596 / 604-53-014 - [Recommended] - Special Check/Rework - Floor - Inspect the Under Floor Support Channel for FOD and Clean the Area

600-0735, Rev. 3 / 601-0586, Rev. 3 / 604-53-013, Rev. 3 - [Recommended] - Special Check/Modification - Floor - Addition of Seat Track Extensions

605-53-001 - [Recommended] - Special Check/Rework - Floor - Inspect for FOD and Clean out Under Floor Space

Info Sheet 601-0598 - Modification - Nose Landing Gear (NLG) - Towing Strap Placard Installation

Global Series (July 16 /08 to July 29/08)

700-57-041 / 700-1A11-57-007 - [Recommended] - Modification - Outer Wing - Addition of Sealant Between the Visor Panel and the Upper Wing Surface

Calendar of Events

✎ **LABACE**

August 14th to 16th
Sao Paulo, Brazil
<http://www.labace.aero>

✎ **JET EXPO 2008**

September 17th to 19th - "Crocus Expo" International Exhibition Center, Moscow, Russia
<http://www.jetexpo.ru>

✎ **NBAA Annual Meeting & Convention**

October 6th to 8th - Orange County Convention Center Orlando, Florida
<http://web.nbaa.org/public/cs/amc/>
Also featuring Bombardier Customer Maintenance & Operations Workshops

✎ **Learjet 45th Anniversary**

October 6th, 2008
... more to follow ...

✎ **NBAA Learjet Technical Committee Meeting**

September 18th & 19th, 2008
Broadview Hotel, Wichita KS

✎ **Airshow China**

November 4th to 9th - Zhuhai, Guangdong, China
<http://www.airshow.com.cn/en/>

✎ **MEBA**

November 16th to 18th - Dubai, UAE
<http://www.meba.aero>

✎ **Bombardier Maintenance & Operations Conference**

April 20th to 23rd - Hotel InterContinental Dallas Dallas, Texas **Register now at...**
<http://www.BombardierMO2009.com>
Also featuring IA Renewal training!

Additional information regarding these events will be published on the CIC web site and in future issues of the Forum newsletter.