

SERVICE BULLETIN INFORMATION SHEET

MODEL BD-100-1A10 (CH-350)

ATA 23-23

COMMUNICATIONS

MODIFICATION – DATALINK SYSTEM – UPGRADE THE DATALINK SYSTEM TO MEET THE EUROCONTROL'S LINK 2000+ REQUIREMENT OPTION (C23-440)

Service Bulletin No.: 350-23-010 **Issue:** Revision 06 **Dated:** Dec 18/2019

The following data is supplied for information only. No revision to the Service Bulletin is necessary.

Keep this Information Sheet with subject Service Bulletin.

This Information Sheet is issued to change the effectivity statement in the Service Bulletin Summary Sheet and Paragraph 1.A. of this Service Bulletin.

The new effectivity is:

“BD-100-1A10 aircraft, Serial No. **20501 to 22999.**”

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SERVICE BULLETIN REVISION TRANSMITTAL SHEET

MODEL BD-100-1A10 (CH-350)

Keep Revision 05 of the Pilots Information Sheet dated Sep 19/2017. Discard the Revision 05 this Service Bulletin dated Sep 19/2017, and replace in its entirety with this Revision 06.

Service Bulletin No.	<u>350-23-010</u>		
Date of Basic Issue	<u>Apr 11/2014</u>		
Revision No.	<u>01</u>	Dated	<u>Jun 18/2014</u>
Revision No.	<u>02</u>	Dated	<u>Feb 06/2015</u>
Revision No.	<u>03</u>	Dated	<u>Jan 20/2016</u>
Revision No.	<u>04</u>	Dated	<u>Apr 21/2016</u>
Revision No.	<u>05</u>	Dated	<u>Sep 19/2017</u>
Revision No.	<u>06</u>	Dated	<u>Dec 18/2019</u>

For action applicable to aircraft on which the Basic Issue or Revision 01 of this Service Bulletin was done, refer to the retroactive action box on Page 1 of this Service Bulletin.

This revision has no effect for aircraft on which the Revision 02, Revision 03, Revision 04 or Revision 05 of this Service Bulletin was done thus no action is necessary. Do not sign the log book if you have not done this revision. Keep previous log book entry. You may make an entry as "Not Applicable" for this revision.

This revision is issued to:

1. Add, in Paragraph 2.A., Step (6), instructions to replace VHF Transceiver No. 3, Part No. 822-1468-310, with a VHF Transceiver No. 3, Part No. 822-1468-390, if required.
2. Add, in Paragraph 2.E., instructions to do a functional test of VHF transceiver 3 if it was replaced.
3. Revise, in Paragraph 2.G. and the Service Bulletin Evaluation Sheet, the feedback statement as per latest template.

350-23-010

Page 1 of 2

CHALLENGER ³⁵⁰

MODEL BD-100-1A10 (CH-350)

4. Make miscellaneous minor changes, as necessary, with no change of context.

PILOTS INFORMATION SHEET

MODEL BD-100-1A10 (CH-350)

ATA 23-23

COMMUNICATIONS

MODIFICATION - DATALINK SYSTEM - UPGRADE THE DATALINK SYSTEM TO MEET THE EUROCONTROL'S LINK 2000+ REQUIREMENT OPTION (C23-440)

This Service Bulletin installs the LINK 2000+ capability into the datalink system.

On 16 January 2009 the Data Link Services Implementing Rule was adopted by the European Commission.

EUROCONTROL will make LINK 2000+ mandatory to operate in the airspace above FL285 in its member states.

NOTE: Refer to Advisory Wire AW300-23-0155 for LINK 2000+ Requirements for the European airspace above FL285.

The EUROCONTROLs LINK 2000+ is a first set of en-route Controller-Pilot Data-Link Communication (CPDLC) services into a more beneficial and affordable set for implementation in the European Airspace using the Aeronautical Telecommunication Network (ATN) and VHF Digital Link (VDL) Mode 2.

LINK 2000+ implements three basic services automating the routine tasks which represent up to 50% of controllers time today and provide for 11% capacity increase (when 75% of flights are equipped):

- ATC Communications Management (ACM) to handle repetitive frequency changes,
- ATC Clearances (ACL) to provide standard clearances (ex. "Climb to FL350"),
- ATC Microphone Check (AMC) to enable communication in case of blocked frequencies.

These services do not replace voice as a primary means of communication; both media will always be available, providing mutual back-up. In case of non-standard communications or emergency, "revert to voice" is the procedure.

CHALLENGER ³⁵⁰
MODEL BD-100-1A10 (CH-350)

For more information, the document that follows can also be used:

- CMU-900, CMU-400, RIU-40X0 Operators Guide 523-0790130, 3rd edition or later

- NOTES:
1. This Service Bulletin only installs LINK 2000+ capability. Operators still need to get operational approval from the appropriate authorities.
 2. Training on LINK 2000+ is available from Bombardier. Go to www.batraining.com for more details.
 3. When this Service Bulletin is done, the latest issue of the Airplane Flight Manual (AFM), must be used.

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SERVICE BULLETIN SUMMARY

This Service Bulletin is available at:
my.businessaircraft.bombardier.com

MODEL BD-100-1A10 (CH-350)

ATA 23-23

COMMUNICATIONS

MODIFICATION - DATALINK SYSTEM - UPGRADE THE DATALINK SYSTEM TO MEET THE EUROCONTROL'S LINK 2000+ REQUIREMENT OPTION (C23-440)

The information below is provided for your reference. For full details, including labor and part coverage, please see corresponding paragraph contained within this bulletin.

OPTIONAL OPERATIONAL ENHANCEMENT	COMPLIANCE TIME Not applicable	
EFFECTIVITY: AC Serial No. 20501 to 20999		
MANPOWER: Refer to Paragraph 1.F.		
CONTINUED AIRWORTHINESS (CAW) FLEET CAMPAIGN	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
TLMC, CH 5 AFFECTED	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
KITS and/or PARTS	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
TOOLING/GSE	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
PLANNING INFORMATION: See important information at the start of Paragraph 1.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
DEDICATED SCHEDULE	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
PREREQUISITE SERVICE BULLETINS: SB 350-23-004 is a prerequisite.		

To place an order for parts or kits, please call Bombardier Aerospace Parts Services at:

514-855-2999 or 1-866-538-1247

SERVICE BULLETIN

This Service Bulletin is available at:
my.businessaircraft.bombardier.com

MODEL BD-100-1A10 (CH-350)

ATA 23-23

COMMUNICATIONS

MODIFICATION - DATALINK SYSTEM - UPGRADE THE DATALINK SYSTEM TO MEET THE EUROCONTROL'S LINK 2000+ REQUIREMENT OPTION (C23-440)

RETROACTIVE ACTION

THE ACTION THAT FOLLOWS IS RECOMMENDED FOR AIRCRAFT ON WHICH BASIC ISSUE OR REVISION 01 OF THIS SERVICE BULLETIN WAS DONE:

(1) On the CDU 1, Do the steps that follow:

NO.	STEP	EXPECTED RESULT
1	On the DL TECHNICAL MENU page, select PASSWORD with the Line Select Key (LSK) 5R.	On the CDU 1, the PASSWORD page is shown.
2	On the CDU 1, next to PASSWORD, write the current time in the scratchpad and push the LSK 1L (the password is the current time in HHMM format). <u>NOTE:</u> The current time is shown at the bottom of the CDU.	
3	On the CDU 1, on the PROTECTED MENU page, select APM MENU (LSK 1L).	On the CDU 1, the APM CONFIG page is shown.
4	On the CDU 1, on the APM CONFIG page, select APM MENU (LSK 1L).	On the CDU 1, the APM MENU page is shown.
5	Set the ATC/TCAS to the STBY mode.	

Refer to applicable governmental agency regulations and requirements and make sure that the work described in this Service Bulletin is performed in compliance with manufacturer's recommendations and/or acceptable industry standards.

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CHALLENGER ³⁵⁰
 MODEL BD-100-1A10 (CH-350)

NO.	STEP	EXPECTED RESULT
6	On the CDU 1, on the APM MENU page, select IDENT BLK PGM (LSK 2L).	On the CDU 1, the IDENT BLK PGM page 1/5 is shown.
7	On the CDU 1, push the NEXT button two times.	On the CDU 1, the IDENT BLK PGM page 3/5 is shown.
8	On the CDU 1, on the IDENT BLK PGM page 3/5, enter the information that follows: REDUCED BLK SIZE: YES.	
9	On the CDU 1, on the IDENT BLK PGM page, confirm that the entered data is correct then press WRITE * (LSK 5R).	On the CDU 1, The APM WRITE ALERT page comes on <u>NOTE:</u> "CONFIRMED" or "UNCONFIRMED" can be shown, not related to the changes but to the status of the ATC transponder.
10	On the CDU 1, on the APM WRITE ALERT page, press WRITE * (LSK 1L).	
11	On the CDU 1, on the APM MENU page, select OPTS BLK PGM (LSK 3L).	On the CDU 1, the OPTS BLK PGM page 1/X is shown.
12	On the CDU 1, push the NEXT button.	On the CDU 1, the OPTS BLK PGM page 2/X is shown.
13	On the CDU 1, on the OPTS BLK PGM page 2/X, enter the information that follows: CDU PROMPT: NORMAL L270/276 SSM FLT: DISABLE. ATN CPDLC PROMPT: ATN. CPDLC MENU TREE: NORMAL.	
14	On the CDU 1, push the NEXT button.	On the CDU 1, the OPTS BLK PGM page 3/X is shown.
15	On the CDU 1, push the NEXT button.	On the CDU 1, the OPTS BLK PGM page 4/X is shown.
16	On the CDU 1, push the NEXT button.	On the CDU 1, the OPTS BLK PGM page 5/X is shown.

CHALLENGER 350
MODEL BD-100-1A10 (CH-350)

NO.	STEP	EXPECTED RESULT
17	On the CDU 1, on the OPTS BLK PGM page 5/X, enter the information that follows: ATN DSI: INTERNAL.	
18	On the CDU 1, on the OPTS BLK PGM page, confirm that the entered data is correct then press WRITE * (LSK 5R).	On the CDU 1, The APM WRITE ALERT page comes on <u>NOTE:</u> "CONFIRMED" or "UNCONFIRMED" can be shown, not related to the changes but to the status of the ATC transponder.
19	On the CDU 1, on the APM WRITE ALERT page, press WRITE * (LSK 1L).	

(2) On the CDU 1, do an ATIS request through datalink as follow:

STEP	EXPECTED RESULTS
On the DL ATIS REQ page, enter the AIRPORT, SERVICE TYPE and REPORTING MODE info, The the LSK adjacent to SEND	The airport identifier change to lower case font. The REQ annunciation is shown above SEND. The RCVD annunciation is shown above SEND after the ATIS report is received.

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

1. PLANNING INFORMATION

- NOTES:
1. Due to the lead-time required for obtaining kits and parts, operators are advised to order the kit and/or the part in advance before scheduling the incorporation of this Service Bulletin. Please contact Parts Services, in Montreal, for delivery lead times and confirmation of prices.
 2. This Service Bulletin is covered by a dedicated schedule. Dedicated schedules are used to reserve and manage inventory due to limited availability of rotatable stock, parts and/or kits. Parts are limited, therefore, advance part scheduling with our In-Service Implementation Team (ISIT) is recommended prior to a maintenance visit. Please contact your Regional Manager (RM), Field Service Representative (FSR) or Customer Service Representative (CSR) to schedule your aircraft as there is a limited availability. The parts will be allocated on a first come first serve basis.

For more information on dedicated schedules, refer to SB 350-00-002.

3. SB 350-23-004 is a prerequisite and must be done before or at the same time as this Service Bulletin. SB 350-23-003 is prerequisite to SB 350-23-004.
4. Aircraft that have already incorporated SB 350-23-004 and that are equipped with a VHF transceiver, Part No. 822-1468-310, must upgrade to a VHF transceiver, Part No. 822-1468-390, to meet LINK 2000+ certification requirement. Refer to Advisory Wire AW300-23-0200.
5. This Service Bulletin only install LINK 2000+ interface. It does not install an Iridium Interface.
6. This Service Bulletin only installs LINK 2000+ capability. Operators still need to get operational approval from the appropriate authorities.

A. Effectivity

BD-100-1A10 aircraft, Serial No. **20501** to **20999**.

NOTE: The instructions given in this Service Bulletin are only applicable to the systems and parts installed at the time of delivery of the aircraft or as changed by Bombardier Aerospace Service Bulletin(s).

Before you do this bulletin, examine all STC, STA or equivalent action changes to make sure that this bulletin can be completed.

B. Reason

On 16 January 2009, the Data Link Services Implementing Rule was adopted by the European Commission.

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

EUROCONTROL will make LINK 2000+ mandatory to operate in the airspace above FL285 in its member states.

NOTE: Refer to Advisory Wire AW300-23-0155 for LINK 2000+ Requirements for the European airspace above FL285.

The EUROCONTROLS LINK 2000+ is a first set of en-route Controller-Pilot Data-Link-Communication (CPDLC) services into a more beneficial and affordable set for implementation in the European Airspace using the Aeronautical Telecommunication Network (ATN) and VHF Digital Link (VDL) Mode 2.

LINK 2000+ implements three basic services automating the routine tasks which represent up to 50% of controllers time today and provide for 11% capacity increase (when 75% of flights are equipped):

- ATC Communications Management (ACM) to handle repetitive frequency changes;
- ATC Clearances (ACL) to provide standard clearances (ex.: Climb to FL350); and
- ATC Microphone Check (AMC) to enable communication in case of blocked frequencies.

These services do not replace voice as a primary means of communication; both media will always be available, providing mutual back-up. In case of non-standard communications or emergency, "revert to voice" is the procedure.

The installation of this Service Bulletin will deactivate the software loading capacity of the Portable Maintenance Access Terminal (PMAT) connector in the aft equipment bay.

C. Description

For aircraft PRE SB 350-23-011, this Service Bulletin gives instructions to:

- Remove the lower access panels 221EZ and 222EZ from the left and right equipment racks,
- Connect capped and stowed wiring to the Radio Interface Unit (RIU) 1 tray connector and to the Cockpit Voice Recorder (CVR) connector,
- Do the configuration setting of the Configuration Strapping Units (CSU),
- Do the Encrypted Application Key (EAK) loading,
- Do the necessary tests to activate the system and to make sure that it operates correctly, and
- Install the lower access panels 221EZ and 222EZ to the left and right equipment racks.

For aircraft POST SB 350-23-011, this Service Bulletin gives instructions to:

- Do the Encrypted Application Key (EAK) loading, and
- Do the necessary tests to activate the system and to make sure that it operates correctly.

CHALLENGER ³⁵⁰
MODEL BD-100-1A10 (CH-350)

D. Compliance

Optional – Operational Enhancement.

- NOTES:
1. Refer to Advisory Wire AW300-23-0155 for LINK 2000+ Requirements for the European airspace above FL285.
 2. Refer to Advisory Wire AW300-23-0213 for information on some issues with the datalink system.
 3. Refer to Advisory Wire AW300-23-0200 for LINK 2000+ certification requirements.
 4. This Service Bulletin only installs LINK 2000+ capability. Operators still need to get operational approval from the appropriate authorities.
 5. When this Service Bulletin is done, the latest issue of the Airplane Flight Manual (AFM), must be used.

E. Approval

The technical content of this Service Bulletin has been approved under the authority of Transport Canada Civil Aviation (TCCA) Design Approval Organization (DAO) No. DAO #93-Q-02.

- NOTES:
1. The technical content of this Service Bulletin is accepted by the FAA under the Canada/USA bilateral Aviation Safety Agreement.
 2. The technical content of this Service Bulletin is accepted by EASA under the Canada/EU bilateral Aviation Safety Agreement.

F. Manpower

- NOTES:
1. The man-hours given are estimates to help you schedule the tasks given in this bulletin. The estimates are for direct labor performed by an experienced crew and do not include the time for familiarization, planning, aircraft preparation in hangar such as towing and positioning of scaffolds, removal of interior furnishings, repainting, supervision and inspection.

For more information related to the manpower estimates, refer to SB 350-00-002.

2. This Service Bulletin may require consumable materials that have specific curing times (refer to Paragraph 3). The accumulated curing time is not included in the labor estimates and should be considered for planning purposes before you schedule this Service Bulletin.

13 man-hours are necessary to do this modification on aircraft PRE SB 350-23-011.

2 man-hours are necessary to do this modification on aircraft POST SB 350-23-011.

CHALLENGER 350
MODEL BD-100-1A10 (CH-350)

Bombardier Aerospace does not pay for the labor to do this modification.

G. Material – Cost and Availability

Kit 350K23-010 is necessary to do this modification for aircraft PRE SB 350-23-011.

KIT NO.	PRICE
350K23-010 (Applicable to aircraft PRE SB 350-23-011)	Please contact Bombardier Aerospace Parts Services, in Montreal, for delivery lead times and confirmation of prices.

In addition to the kit shown above, the part given in Paragraph 3.B. is necessary to do this Service Bulletin on aircraft PRE or POST SB 350-23-011.

Due to the lead-time for obtaining kits and parts, operators are advised to order the kit and/or the part in advance before scheduling the incorporation of this Service Bulletin. Please contact Bombardier Aerospace Parts Services, in Montreal, for delivery lead times and confirmation of prices.

This Service Bulletin is covered by a dedicated schedule. Dedicated schedules are used to reserve and manage inventory due to limited availability of rotatable stock, parts and/or kits. Parts are limited, therefore, advance part scheduling with our In-Service Implementation Team (ISIT) is recommended prior to a maintenance visit. Please contact your Regional Manager (RM), Field Service Representative (FSR) or Customer Service Representative (CSR) to schedule your aircraft as there is a limited availability. The parts will be allocated on a first come first serve basis.

For more information on dedicated schedules, refer to 350-00-002.

For all parts transactions, Bombardier Aerospace's current Spare Parts and Component Repair Price Catalogue General Terms and Conditions apply. These terms and conditions are found on the Bombardier Customer Portal at:

my.businessaircraft.bombardier.com

Bombardier Aerospace does not pay for the kit and/or the part to do this modification.

H. Tooling (Applicable to Aircraft PRE SB 350-23-011)

The equipment and tools listed below are necessary to do this modification:

GSE REFERENCE NO.	PART NO.	DESCRIPTION
23X-51-01	H10-30	Ground Crew Interphone Headset
24-00-24	S4933959-501	Tag, Circuit Breaker

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

Refer to the Standard Practices Manual (SPM), Wiring Manual (WM), Chapter 20, and the table that follows for the tools applicable to the wiring modification:

LUG/CONTACT	WIRING TOOL (SEE NOTE 3)			
	CRIMP	POSITIONER	INSERTION	EXTRACTION
B0808005-006N	AMP69692-1	-	-	-
031-9134-001	M22520/2-01	Standard Locator	CIET-20 (274-70001-000) (ITT Cannon)	CIET-20 (274-70001-000) (ITT Cannon)
372-2514-110	359-0697-010 or 623-8579-001 (Rockwell-Collins) or GMT221 (Daniels)	-	359-0697-050 or 359-0829-010 (Rockwell-Collins) or DAK188 (Daniels)	359-0697-020 or DRK230 (Daniels)

- NOTES:**
1. Refer to the CH 350 Illustrated Tool and Equipment Manual (ITEM) to make sure that you use the correct equipment configuration.
 2. Refer to the Liability Statement in the ITEM for acceptable GSE equivalents.
 3. This list is provided for a quick reference. In case of discrepancy between this list and the tool called out in the SPM-WM, Chapter 20, then the tool called in the SPM-WM will prevail. Other approved alternative tools are acceptable and can also be used.

I. Weight and Balance

No change.

J. Electrical Load Data

No change.

K. References

- Bombardier Aerospace, Modification Summary, BB100T010823, Rev. A.
- Bombardier Aerospace, Modification Summary, 100T090116, Rev. B-2.
- Bombardier Aerospace, Modification Summary, 100T091249, Rev. A.
- Bombardier Aerospace, Modification Summary, 100T091306, Rev. A.
- Bombardier Aerospace, Modification Summary, 100T091311, Rev. A.
- Bombardier Aerospace, Kit Drawing K1000070341, Rev. ---.
- Bombardier Aerospace, Kit Drawing K1002370003, Rev. ---.

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

- Bombardier Aerospace, Standard Practices Manual (SPM), Chapters 20 and 51.
- CH 350 Aircraft Maintenance Manual (AMM), Chapters 6, 23, 24, 25, 31 and 52.
- CH 350 Airplane Flight Manual (AFM) (Imperial or Metric), latest issue.
- Bombardier Aerospace, SB 350-00-002, Service Bulletin Description and Policy.
- Bombardier Aerospace, SB 350-23-003, Modification – VHF Communication System – Installation of the 3rd VHF Communication Option (C23-404).
- Bombardier Aerospace, SB 350-23-004, Modification – Datalink and Selcal System – Installation of Datalink with Selective Calling (Selcal) Option (C23-406).
- Bombardier Aerospace, SB 350-23-011, Modification – Communications – Introduction of Future Air Navigation System (FANS) 1/A+ Over Inmarsat Option (C23-600).
- Advisory Wire AW300-23-0155.
- Advisory Wire AW300-23-0200.
- Advisory Wire AW300-23-0213.

L. Other Publications Affected

CH 350 Aircraft Illustrated Parts Manual (AIPC), Chapter 23.

M. Equivalent Service Bulletin

For the Challenger 300 aircraft, use SB 100-23-21.

2. ACCOMPLISHMENT INSTRUCTIONS

NOTE: All references made to zones, access panels and/or doors, are from the CH 350 Aircraft Maintenance Manual, Chapter 6.

A. Aircraft Setup

NOTE: The steps in the Aircraft Setup section of this Service Bulletin are recommended steps. The steps give a recommendation to get access to the work area. This recommendation is to give a safe work area and to minimize possible damage to surrounding aircraft parts. Alternative steps can be used at the operator's discretion.

- (1) Obey all electrical/electronic safety precautions. Refer to AMM 24-00-00-910-801.

CAUTION: OBEY ALL ELECTROSTATIC DISCHARGE-SENSITIVE (ESDS) PRECAUTIONS. STATIC VOLTAGES CAN CAUSE DAMAGE TO ESDS COMPONENTS.

- (2) Obey all electrostatic-discharge safety precautions. Refer to AMM 24-00-00-910-802.

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

- (3) For aircraft PRE SB 350-23-011, open and tag the circuit breakers that follow:

LOCATION	CB NO.	NAME	ZONE
LCBP	B4	RIU 1B/ AURAL	211
LCBP	B5	RIU 1A	211
LCBP	D6	CVR	211

NOTE: For aircraft POST SB 350-23-011, make sure that the above circuit breakers are closed.

- (4) For aircraft PRE SB 350-23-011, remove the lower access panels 221EZ and 222EZ from the left and right equipment racks. Refer to AMM 25-72-01-000-803.
- (5) For aircraft PRE SB 350-23-011, open the aft equipment compartment door 182GL. Refer to AMM 52-41-00-010-801.
- (6) If the aircraft is equipped with a VHF transceiver No. 3, Part No. 822-1468-310, it must be upgraded to a VHF transceiver No. 3, Part No. 822-1468-390, to meet LINK 2000+ certification requirements. Refer to Advisory Wire AW300-23-0200.

B. Modification (Applicable to Aircraft PRE SB 350-23-011)

NOTES: 1. If it is not possible to complete all the instructions in this Service Bulletin because of the configuration of the aircraft, submit an SRPSA for analysis and to get an approved disposition to complete this Service Bulletin.

2. For aircraft POST SB 350-23-011, go directly to Paragraph 2.D.

- (1) In the left equipment rack, remove the RIU 1 connector A17P2 (1) from the RIU tray (4) as follows. Refer to Figure 1.
- (a) Remove the RIU 1. Refer to AMM 23-51-21-000-801.
 - (b) Record the position of the indexing key (3) on the connector A17P2 (1).
 - (c) Remove the indexing key (3).
 - (d) Remove the screws (2).
 - (e) Remove the electrical connector A17P2 (1) from the tray (4).
- (2) Connect the CVR to the RIU 1 as follows:
- (a) Connect the CVR wiring to the RIU 1 connector A17P2 as follows. Refer to Kit Drawing K1002370003.
 - (i) Unstow and remove the caps from the wire MAG5675W/B.
 - (ii) Install contacts Part No. 372-2514-110 on wires MAG5675W and MAG5675B. Refer to SPM-WM 20-21-01.

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

- (iii) Connect wire MAG5675W to pin 5 of RIU 1 connector A17P2.
- (iv) Connect wire MAG5675B to pin 6 of RIU 1 connector A17P2.
- (b) Connect the RIU wiring to the CVR connector A129P1 as follows. Refer to Kit Drawing K1002370003.
 - (i) Remove the CVR. Refer to AMM 23-71-01-000-801.
 - (ii) Unstow and remove the caps from the wire RBG5675.
 - (iii) Install contacts Part No. 031-9134-001 on wires RBG5675W and RBG5675B. Refer to SPM-WM 20-20-10.
 - (iv) Connect wire RBG5675W to pin 34 of CVR connector A129P1.
 - (v) Connect wire RBG5675B to pin 33 of CVR connector A129P1.
 - (vi) Trim the conduit, Part No. S10155H23 to the correct length and install on the wire RGB5676N.
 - (vii) Install terminal lug Part No. B0808005-006N on wire RBG5676N.
 - (viii) Connect wire RBG5676N to ground stud GS4216, with washer, Part No. AN960JD10L, lockwasher, Part No. MS35338-43 and nut, Part No. MS35650-302. Refer to SPM-MM 51-80-00-910-803.
- (3) In the left equipment rack, install the RIU 1 connector A17P2 (1) in the RIU tray (4) as follows. Refer to Figure 1.
 - (a) Put the electrical connector A17P2 (1) in position on the tray (4).
 - (b) Install the screws (2).
 - (c) Torque the screws from 13 to 16 lbf in (1.47 to 1.8 Nm). Refer to SPM-MM 20-21-00-910-801.
 - (d) Install the indexing key (3) in the same configuration as recorded during removal.
 - (e) Install the RIU 1. Refer to AMM 23-51-21-400-801.
- (4) Install the CVR. Refer to AMM 23-71-01-400-801.
- (5) Remove the tags and close the circuit breakers that follow:

LOCATION	CB NO.	NAME	ZONE
LCBP	B4	RIU 1B/ AURAL	211
LCBP	B5	RIU 1A	211
LCBP	D6	CVR	211

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

C. Configuration Setting (Applicable to Aircraft PRE SB 350-23-011)

NOTES: 1. If it is not possible to complete all the instructions in this Service Bulletin because of the configuration of the aircraft, submit an SRPSA for analysis and to get an approved disposition to complete this Service Bulletin.

2. For aircraft POST SB 350-23-011, go directly to Paragraph 2.D.

(1) Change the configuration settings in the CSUs as follows:

- (a) Remove the CSU No. 1 and No. 2. Refer to AMM 31-45-17-000-801.
- (b) Set the switch for bit 5 of word 14 to the down position in the two CSUs. Refer to AMM 31-45-17-280-801.
- (c) Install the CSU No. 1 and No. 2. Refer to AMM 31-45-17-400-801.

NOTE: Do not do the operational test of the CSUs at this time.

D. Loading of EAKs

NOTE: If it is not possible to complete all the instructions in this Service Bulletin because of the configuration of the aircraft, submit an SRPSA for analysis and to get an approved disposition to complete this Service Bulletin.

(1) Connect and energize the external dc power. Refer to AMM 24-41-00-861-801.

(2) Do the EAK loading as follows:

NOTE: An EAK is an alphanumeric string that must be entered in the RIU External Compensation Unit (ECU) to unlock – option related – application software already resident in the system. EAKs are unique and can only be used in the aircraft for which they were purchased (they will not work on other aircraft). For flexibility, EAKs are stored in the ECU. This way, the RIU can be removed from the aircraft without losing option information.

When an operator purchases an option, he is provided with an EAK for that option. EAKs are created externally to the RIU from a PC based computer system that is part of the Rockwell Collins Order Administration/Factory.

NO.	STEP	EXPECTED RESULT
1	On the Control Display Unit (CDU), press the IDX key.	INDEX menu page 1/2 is shown.
2	Push the line-select key (LSK) next to DATALINK.	DATALINK MENU is shown.
3	Push the LSK next to TECHNICAL.	DL – APPLICATION MENU is shown.

CHALLENGER ³⁵⁰
MODEL BD-100-1A10 (CH-350)

NO.	STEP	EXPECTED RESULT
4	Push the LSK next to PASSWORD.	PASSWORD page is shown.
5	Enter password with the keyboard. <u>NOTE:</u> The password is the time of the day shown on the PASSWORD page.	PROTECTED MENU page is shown.
6	Push the LSK next to APM MENU.	APM MENU page is shown.
7	Push the LSK next to LICENCE MAINT.	DL – LICENSE MGR page is shown.
8	Enter the ATN-6200 key provided then push the LSK next to WRITE.	The MSG line shows KEY ADDED and the TYPE line shows ATN.

(3) Turn off and restart the entire avionics equipment suite as follows:

NOTE: To ensure proper recognition of the newly installed software data (and avoid displaying incorrect data) by all of the avionics systems, the entire avionics equipment suite must be turned off and restarted after the completion of any load on-board the aircraft.

(a) Turn off the entire avionics equipment suite as follows:

- STBY INST -----> OFF
- L and R BATT -----> OFF
- EXT POWER (if connected) --> AVAILABLE

(b) Wait 30 seconds.

(c) Restart the entire avionics equipment suite as follows:

- EXT POWER (if connected) --> ON
- L and R BATT -----> ON
- STBY INST -----> ON

E. Testing

NOTE: If it is not possible to complete all the instructions in this Service Bulletin because of the configuration of the aircraft, submit an SRPSA for analysis and to get an approved disposition to complete this Service Bulletin.

(1) If VHF COM 3 was replaced, do the operational test given in the table that follows:

CHALLENGER 350
MODEL BD-100-1A10 (CH-350)

DESIGNATION	TASK
Functional Test of VHF Transceiver 3	23-11-00-710-801

(2) For aircraft PRE SB 350-23-011, do the operational tests that follow:

NOTE: LINK 2000+ uses the datalink capabilities of the VHF COM No. 3. Make sure that COM 3 is set to DATA as follows:

NO.	STEP	EXPECTED RESULT
1	On the pilot Display Control Panel (DCP 1), turn the MENU knob to move the selection box to the VHF 3 (COM 3) recall frequency.	On the pilot Multi-Function Display (MFD 1), the selection box moves to the COM 3 recall frequency.
2	On the DCP 1, push the RADIO pushbutton.	The COM 3 radio submenu is shown on the MFD 1.
3	On the DCP 1, turn the MENU knob to move the selection box to the mode display field.	The selection box moves to the mode display field.
4	On the DCP 1, turn the DATA knob to change the mode from VOICE to DATA in cyan.	DATA (cyan) is shown on the MFD 1.
5	On the DCP 1, push the RADIO pushbutton.	-

DESIGNATION	TASK
Operational Test of the Radio Interface Unit (RIU)	AMM 23-51-21-710-801
Operational Test of the Cockpit Voice Recorder (CVR) System	AMM 23-71-01-710-801
Operational test of the Configuration Strapping Unit (CSU)	AMM 31-45-17-710-801

(3) On the copilot Cursor Control Panel (CCP 2), do the datalink faults and configuration checks as follows:

(a) Make sure there are no current faults for the RIU and the CVR as follows:

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

NO.	STEP	EXPECTED RESULT
1	Push the A/ICE, ECS, and FUEL pushbuttons at the same time.	The MAINTENANCE MAIN MENU shows on the copilot Multi-Function Display (MFD 2).
2	Use the joystick and the ENTER button to select CURRENT FAULTS.	The CURRENT FAULTS page is shown on the MFD 2. Make sure that no faults are shown for the related Radio Interface Unit (RIU) (ATA 23-81) or CVR (ATA 23-71).
3	Push the LWR FRMT pushbutton.	The MAINTENANCE MAIN MENU shows on the MFD 2.
4	Use the joystick and the ENTER button to select LRU INDEX/OPERATION.	The LRU INDEX/OPERATION shows on the MFD 2.
5	Use the joystick and the ENTER button to select CVR 1 (ATA 23-71).	Make sure the word label 350 bit 18 DATA LINK INTERFACE FAIL value is 0.

- (b) Open and tag the circuit breaker that follows:

LOCATION	CB NO.	NAME	ZONE
LCBP	B5	RIU 1A	211

- (c) On the MFD 2, make sure that the CVR 1 word label 350 bit 18 DATA LINK INTERFACE FAIL value changes to 1.
- (d) Remove the tag and close the circuit breaker that follows:

LOCATION	CB NO.	NAME	ZONE
LCBP	B5	RIU 1A	211

- (e) On the MFD 2, make sure that the word label 350 bit 18 DATA LINK INTERFACE FAIL value changes to 0.
- (f) On the CCP 2, do the steps that follow:

NO.	STEP	EXPECTED RESULT
1	Push the LWR FRMT pushbutton.	The MAINTENANCE MAIN MENU shows on the MFD 2.

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

NO.	STEP	EXPECTED RESULT
2	Push the A/ICE, ECS, and FUEL pushbuttons at the same time.	The MAINTENANCE MAIN MENU is not shown on the MFD 2).

(4) Do the input of the information for the datalink as follows:

NO.	STEP	EXPECTED RESULT
1	On the pilot and copilot Control Display Units (CDU 1 and 2), push the IDX button.	Make sure that the DATALINK prompt is shown on the INDEX page 1. On the Engine Indication and Crew Alerting System (EICAS), make sure there are no messages related to: – RIU 1 (CMU) – CVR
2	On the CDU 1 INDEX page 1, select MCDU MENU.	The DL APPLICATION page is shown.
3	On the DL APPLICATION page, select TECHNICAL.	The DL TECHNICAL MENU page is shown.
4	On the DL TECHNICAL MENU page, select PASSWORD with the Line Select Key (LSK) 5R.	On the CDU 1, the PASSWORD page is shown.
5	On the CDU 1, next to PASSWORD, write the current time in the scratchpad and push the LSK 1L (the password is the current time in HHMM format). NOTE: The current time is shown at the bottom of the CDU.	
6	On the CDU 1, on the PROTECTED MENU page, select APM MENU (LSK 1L).	On the CDU 1, the APM CONFIG page is shown.
7	On the CDU 1, on the APM CONFIG page, select APM MENU (LSK 1L).	On the CDU 1, the APM MENU page is shown.
8	On the CDU 1, on the APM MENU page, select IDENT BLK PGM (LSK 2L).	On the CDU 1, the IDENT BLK PGM page 1/5 is shown.

CHALLENGER ³⁵⁰
MODEL BD-100-1A10 (CH-350)

NO.	STEP	EXPECTED RESULT
9	On the CDU 1, on the IDENT BLK PGM page 1/5, enter the information that follows: AC TYPE: CONFIG C. REG NUM: XXXXX (See NOTE 1 at the end of this table). AIRLINE ID: UV (Universal Weather) or XA (ARINC Direct) or GS (Global Data Center), or QR (SITA Satcom) or ZD (Satcom Direct FDF). ICAO AIRLINE ID: Set to Blank.	
10	On the CDU 1, push the NEXT button.	On the CDU 1, the IDENT BLK PGM page 2/5 is shown.
11	On the CDU 1, on the IDENT BLK PGM page 2/5, enter the information that follows: ICAO ADDR: (See NOTE 2 at the end of this table). LAN ADDR: use default. FLEET: use default. ICAO AC TYPE: use default.	
12	On the CDU 1, push the NEXT button.	On the CDU 1, the IDENT BLK PGM page 3/5 is shown.
13	On the CDU 1, on the IDENT BLK PGM page 3/5, enter the information that follows: HFDR 1 INSTALLED: NO. VDR INSTALLED: YES. REDUCED BLK SIZE: YES.	
14	On the CDU 1, push the NEXT button.	On the CDU 1, the IDENT BLK PGM page 4/5 is shown.
15	On the CDU 1, on the IDENT BLK PGM page 4/5, enter the information that follows: AFI: 47. IDI: 0027. VER: C1. ADM: XXYYZZ (3 octets as defined in NOTE 3 at the end of this table).	
16	On the CDU 1, push the NEXT button.	On the CDU 1, the IDENT BLK PGM page 5/5 is shown.
17	On the CDU 1, on the IDENT BLK PGM page 5/5, enter the information that follows: RDF: 00. ARS: Same as ICAO ADDR (on IDENT BLK PGM page 2/5). LOC: User-defined, usually "0001". SYS: User-defined, usually "000000000001".	

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

NO.	STEP	EXPECTED RESULT
18	On the CDU 1, on the IDENT BLK PGM page, confirm that the entered data is correct then press WRITE * (LSK 5R).	On the CDU 1, The APM WRITE ALERT page comes on <u>NOTE:</u> "CONFIRMED" or "UNCONFIRMED" can be shown, not related to the changes but to the status of the ATC transponder.
19	On the CDU 1, on the APM WRITE ALERT page, press WRITE * (LSK 1L).	
20	On the CDU 1, on the APM MENU page, select OPTS BLK PGM (LSK 3L).	On the CDU 1, the OPTS BLK PGM page 1/X is shown.
21	On the CDU 1, on the OPTS BLK PGM page 1/X, enter the information that follows: MCDU 1: DEFAULT. MCDU 2: DEFAULT. MCDU 3: DEFAULT. PRINTER: NOT INSTALLED.	
22	On the CDU 1, push the NEXT button.	On the CDU 1, the OPTS BLK PGM page 2/X is shown.
23	On the CDU 1, on the OPTS BLK PGM page 2/X, enter the information that follows: CDU PROMPT: NORMAL L270/276 SSM FLT: DISABLE. ATN CPDLC PROMPT: ATN. CPDLC MENU TREE: NORMAL.	
24	On the CDU 1, push the NEXT button.	On the CDU 1, the OPTS BLK PGM page 3/X is shown.
25	On the CDU 1, on the OPTS BLK PGM page 3/X, enter the information that follows: ACARS DISCR ALRT: NO. ATC DISCR ALRT: NO. L270 ALRT INHBT: NO. L276 ALRT INHBT: NO.	
26	On the CDU 1, push the NEXT button.	On the CDU 1, the OPTS BLK PGM page 4/X is shown.

CHALLENGER ³⁵⁰
 MODEL BD-100-1A10 (CH-350)

NO.	STEP	EXPECTED RESULT
27	On the CDU 1, on the OPTS BLK PGM page 4/X, enter the information that follows: L270 DBL ALRT GUARD: NO. L270 E270 EXCLUSIVE ALRT: NO. MEDIA ADVISORY MSG: NO. COMM STACK: ATN + ACARS.	
28	On the CDU 1, push the NEXT button.	On the CDU 1, the OPTS BLK PGM page 4/X is shown.
29	On the CDU 1, on the OPTS BLK PGM page 5/X, enter the information that follows: ATN DSI: INTERNAL.	
30	On the CDU 1, on the OPTS BLK PGM page, confirm that the entered data is correct then press WRITE * (LSK 5R).	On the CDU 1, The APM WRITE ALERT page comes on <u>NOTE:</u> "CONFIRMED" or "UNCONFIRMED" can be shown, not related to the changes but to the status of the ATC transponder.
31	On the CDU 1, on the APM WRITE ALERT page, press WRITE * (LSK 1L).	

NOTES: 1. For the REG NUM data entry field, you may enter a data service provider "test code". To obtain such a "test code" you must contact the applicable data service provider.

If a data service provider "test code" is used, you must change the content of the REG NUM data entry field back to the customer's aircraft registration number once the test is complete.

2. If a data service provider "test code" is used, change the ICAO HEX address back to the customer's aircraft registration number once the test is complete.

3. Enter the first (XX) of the three octets that define the region of registration: XYZZZ.

First Octet	Description
80	Africa
81	Asia
82	Caribbean

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

83	Europe
84	Middle East
85	North America
86	North Atlantic
87	Pacific
88	South America

Example: An aircraft is registered in Canada. The region is North America (85).

4. Enter the second and third octets (YYZZ) that define the state of registration (defined in ISO 3166 and converted to hexadecimal (hex) format as given in the table below. Refer to:

www.iso.org/iso/english_country_names_and_code_elements

Char	Hex	Char	Hex	Char	Hex	Char	Hex
A	41	B	42	C	43	D	44
E	45	F	46	G	47	H	48
I	49	J	4A	K	4B	L	4C
M	4D	N	4E	O	4F	P	50
Q	51	R	52	S	53	T	54
U	55	V	56	W	57	X	58
Y	59	Z	5A				

Example: An aircraft is registered in Canada. The region is North America (85) as shown in the previous Note and the state of registration is CA (converted to hex: 4341). The value entered would be 854341.

- (5) Remove the external dc power Refer to AMM 24-41-00-861-802.

F. Close-out

NOTE: The steps in the Close-out section of this Service Bulletin, except for the return-to-service tests, are recommended steps. The steps give a recommendation to install components removed during the Aircraft Setup. This recommendation is to make sure that the aircraft is safe and ready to return to service. Alternative steps can be used at the operator's discretion.

CHALLENGER 350

MODEL BD-100-1A10 (CH-350)

- (1) Remove all tools, equipment and unwanted materials from the aircraft.
- (2) For aircraft PRE SB 350-23-011, install the lower access panels 221EZ and 222EZ to the left and right equipment racks. Refer to AMM 25-72-01-400-803.
- (3) For aircraft PRE SB 350-23-011, close the aft equipment compartment door 182GL. Refer to AMM 52-41-00-410-801.

G. Recording

When this Service Bulletin is completed, make an entry in the aircraft log and send the attached Incorporation Notice to Bombardier Business Aircraft Customer Services (BBACS).

For information, correction(s), comments(s) and/or feedback regarding Service Bulletins released on the Customer Portal, please contact the Service Bulletin Group at the following email address:

bbad_SBgroup@aero.bombardier.com

3. MATERIAL INFORMATION

A. Kit

Kit 350K23-010 is necessary to do this Service Bulletin on aircraft PRE SB 350-23-011 only and contains the parts that follow:

NEW PART NO.	QTY	ITEM	USED PART NO.	INSTRUCTIONS - DISPOSITION
031-9134-001	3	Contact	-	-
372-2514-110	3	Contact	-	-
AN960JD10L or NAS1149D0332J	1	Washer	-	-
B0808005-006N	2	Terminal Lug #10	-	-
MS35338-43	1	Lockwasher	-	-
MS35650-302	1	Nut	-	-

CHALLENGER ³⁵⁰
 MODEL BD-100-1A10 (CH-350)

NEW PART NO.	QTY	ITEM	USED PART NO.	INSTRUCTIONS - DISPOSITION
S10155H23 or S10155M23	36 in. (0.91 m)	Conduit	-	-

- NOTES:**
1. In case of discrepancy between this list and the "Service Bulletin Kit Parts List" contained in the respective kit, then the later list prevails.
 2. The actual quantity for some of the hardware contained in the kit can be greater than the amount shown in the table as these items are supplied in prepackaged quantities.

B. Parts

The part that follows is necessary to do this Service Bulletin and is available from Bombardier Aerospace Parts Services, Montreal:

ITEM	PART NUMBER	QUANTITY
Encrypted Application Key (EAK) ATN-6200	810-0187-100	1

NOTE: The part number for the item listed above is subject to change without revision to this Service Bulletin. In case of discrepancy between this list and any other list, the Illustrated Parts Catalog prevails and shall be used to determine the latest part number.

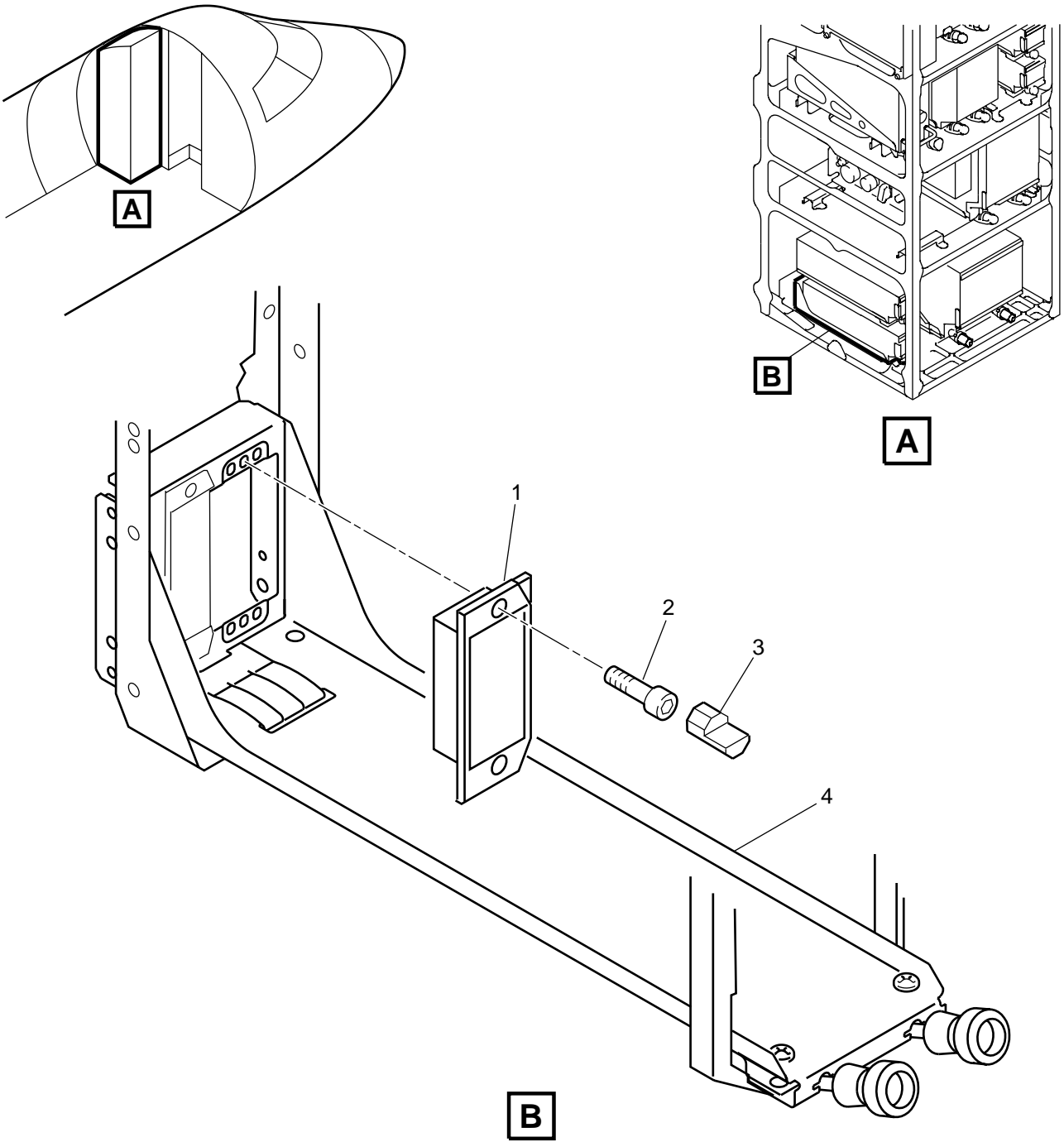
C. Material

No materials required.

D. Publications

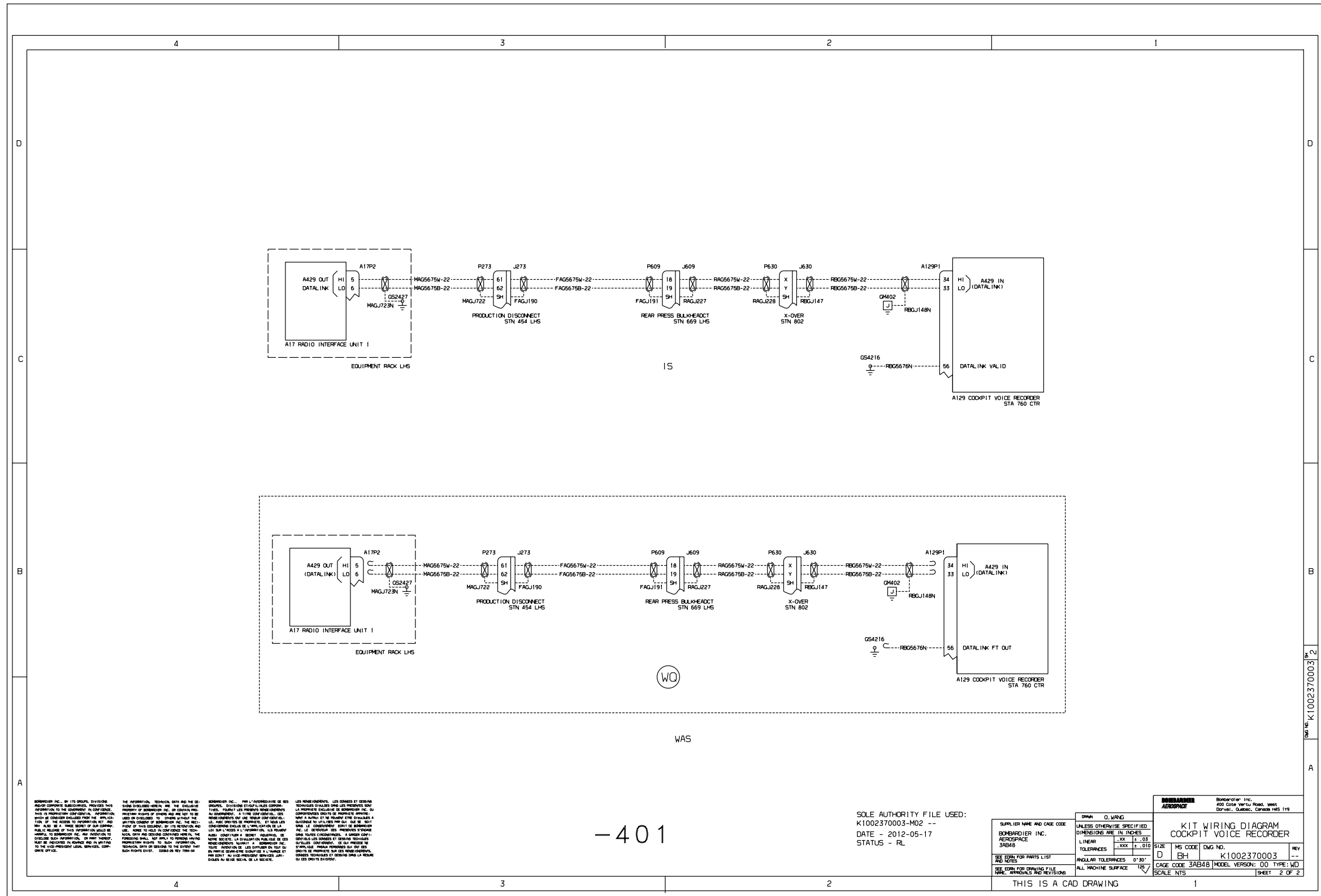
CH 350 Airplane Flight Manual (AFM) (Imperial or Metric), latest issue.

CHALLENGER 350
MODEL BD-100-1A10 (CH-350)



BSB2310_004

RIU 1 Connector A17P2 – Removal/Installation
Figure 1



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- 401

SOLE AUTHORITY FILE USED:
K1002370003-M02 --
DATE - 2012-05-17
STATUS - RL

SUPPLIER NAME AND CAGE CODE BOEING INC. AEROSPACE 3AB48		UNLESS OTHERWISE SPECIFIED DIMENSIONS ARE IN INCHES L INCHES .100 ± .010 TOLERANCES .XXX ± .010		KIT WIRING DIAGRAM COCKPIT VOICE RECORDER	
SIZE D	MS CODE EH	DWG NO. K1002370003	REV --	CAGE CODE 3AB48 MODEL VERSION: 00 TYPE: WD	
ANGULAR TOLERANCES 0°30'		ALL MACHINE SURFACE		SCALE NTS	
THIS IS A CAD DRAWING		1		SHEET 2 OF 2	

K1002370003 – Kit – Wiring Diagram – CVR/RIU 1 Wiring for LINK 2000+ (Sheet 2 of 2, Rev. ---)

Basic Issue: Apr 11/2014
Revision 06: Dec 18/2019

SB100-23-010-70003-NC-S2

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SERVICE BULLETIN EVALUATION FORM

(Your ideas will help us provide better bulletins)

SERVICE BULLETIN: 350-23-010 **ISSUE:** Rev. 06 **DATED:** Dec 18/2019

TITLE: MODIFICATION – DATALINK SYSTEM – UPGRADE THE DATALINK
SYSTEM TO MEET THE EUROCONTROL'S LINK 2000+ REQUIREMENT
OPTION (C23-440)

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bbad_SBgroup@aero.bombardier.com

NOTE: Please use Salesforce **only** for troubleshooting issues or when Engineering deviation is necessary to accomplish the Service Bulletin modification.

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SERVICE BULLETIN INCORPORATION SHEET – "350–23–010"

BOMBARDIER SUBMISSION	<p>Upon completion of the Service Bulletin, please fill-in, fax to (514) 855–8798 or e-mail to Fracas at fracas.montreal@aero.bombardier.com</p> <p>If you're reporting Service Bulletin (SB) Incorporations to CAMP, sending this Incorporation Sheet to Bombardier is not mandatory. If your aircraft is on another tracking system, please contact Bombardier to make arrangements for automated data submission.</p>
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Service Bulletin Number	Rev.	* Parts Completed	COMPLIED WITH			Remarks/Reason (Mandatory if N/A)
			YES	NO	N/A	
350–23–010	06	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Actual hours to accomplish Service Bulletin: _____

- * **NOTES:**
1. Where the Service Bulletin is divided into a number of parts (e.g., PARTS A, B, C, D, etc.) which can be carried out separately, indicate only those parts completed at this time.
 2. For repetitive checks (usually PART A) only the initial check should be reported unless otherwise stated in the Service Bulletin.
 3. When more than one part is carried out at the same time, each part should be reported.
 4. Fill in 'Remark/Reason' to explain compliance method when N/A is selected. (E.g. Part not installed, N/A by effectivity, N/A by Part Serial Number, etc.)
 5. PCW means 'Previously Complied With'.

Aircraft Serial No. _____	Aircraft Reg. No. _____
Airframe Hours: _____	Airframe Landings _____
S.B. Incorporation Date _____ (dd/mm/yy)	Service Order No. _____
Facility incorporating S.B. _____	
Name _____	Signature _____ Date _____ (dd/mm/yy)
Signature not required if sent by E-Mail	