



# CUSTOMER FORUM & NEWSLETTER

TUESDAY, MAY 19, 2015

VOLUME 12 / ISSUE 10

## IN THIS ISSUE

<b>LATEST NEWS FROM EBACE .....</b>	<b>2</b>
Bombardier Regional Support Office in Munich .....	2
Formula 1 World Champion Niki Lauda Orders a Global 7000 aircraft .....	2
NetJets Europe Unveils First Signature Series Challenger 350 Aircraft.....	2
Bombardier Business Aircraft Releases its Annual Market Forecast.....	3
<b>LEARJET, CHALLENGER AND GLOBAL SERIES.....</b>	<b>3</b>
New President of Bombardier Business Aircraft.....	3
Singapore Service Centre Receives FAA Certification.....	3
Onsite Support Plans for the European Champions League Final – June 6th, Berlin, Germany .....	4
CR&O Services Discount Promotion.....	5
How to access the most current Record of Temporary Revisions (ROTR).....	6
Aircraft Abnormal Situation Reports.....	6
General Terms and Conditions.....	6
Google Chrome Problem with SmartPubs.....	7
Operational Guidance Material LOA Webpage New Look.....	7
<b>CHALLENGER SERIES.....</b>	<b>8</b>
Challenger 300 Advisory Committee Meeting.....	8
Web Application of the nice® HD CMS for Challenger 350.....	8
ADS-B Out version 1 (DO-260A) Availability.....	9
<b>GLOBAL SERIES.....</b>	<b>9</b>
Global aircraft fly you into London City Airport.....	9
SIPC Alternate Parts Table for Global aircraft now available!.....	10
Cabin Electrical Power.....	10
Rolls Royce Campaign to Replace Permanent Magnetic Alternator (PMA) Stators.....	12
<b>RECENT DOCUMENTS.....</b>	<b>13</b>
Service Bulletins.....	14
Vendor Service Bulletin Cover Letters.....	15
<b>Calendar of Events.....</b>	<b>16</b>

## LATEST NEWS FROM EBACE

### Bombardier Regional Support Office in Munich

Bombardier Business Aircraft continues to enhance its aftermarket support worldwide by opening a new Regional Support Office (RSO) in Munich, Germany. Along with the RSO in Farnborough, UK, this office will anchor regional support capabilities in Europe.

The new RSO is located alongside Bombardier Commercial Aircraft's regional support office and international sales office. The RSO will initially be home to four field service representatives (FSR), three customer support account managers (CSAM), one spare parts sales manager, one field service administrative analyst and one RSO Manager. This local presence will serve as the regionally-based link to Bombardier Business Aircraft's network of highly-skilled in-service engineering teams and 24/7 Customer Response Centres (CRCs). The office will also work in conjunction with Bombardier's maintenance network of wholly-owned service centres and authorized service facilities (ASF), as well as parts distribution hubs and regional depots.



### Formula 1 World Champion Niki Lauda Orders a Global 7000 aircraft

Formula 1 World Champion and Bombardier Business Aircraft brand ambassador, Niki Lauda, purchased a new Global 7000 aircraft. Mr. Lauda made the announcement in Geneva ahead of the European Business Aviation Convention and Exhibition (EBACE). The Global 7000 jet will be the latest in a series of Bombardier business aircraft that Mr. Lauda, an experienced aviator, has owned and operated.

Press release [here](#)



### NetJets Europe Unveils First Signature Series Challenger 350 Aircraft

NetJets Europe, a Berkshire Hathaway-backed company, unveiled the company's first European Signature Series Bombardier Challenger 350 aircraft at a media briefing at the European Business Aviation Convention and Exhibition (EBACE) in Geneva.

Press release [here](#)

## **Bombardier Business Aircraft Releases its Annual Market Forecast**

Bombardier Business Aircraft released its annual 10-year forecast for the private aviation market at the European Business Aviation Convention and Exhibition (EBACE) in Geneva.

Press release [here](#)

## **LEARJET, CHALLENGER AND GLOBAL SERIES**

### **New President of Bombardier Business Aircraft**

On May 18, Bombardier announced the appointment of David M. Coleal as President, Bombardier Business Aircraft, effective June 15, 2015. He succeeds Éric Martel, who is leaving the company to pursue other career opportunities.

“Throughout his outstanding career in the manufacturing and aerospace sectors, David Coleal has always focused on delighting customers and driving performance”, said Alain Bellemare, CEO, Bombardier Inc. “He is recognized for applying lean and critical thinking to his business to improve execution, competitiveness and financial results. In his previous position as Executive Vice President and General Manager of Spirit Aerosystems, one of the world’s largest producers of aerostructures, David boosted productivity, reduced unit cost and enhanced the company’s product portfolio. He was also Vice President and General Manager, Bombardier Learjet, where he developed strong relationships with business aircraft customers and achieved operational improvements across the product lines. We are thrilled to welcome him back to Bombardier,” concluded Mr. Bellemare.

Before he first joined Bombardier in 2008, David Coleal was President and Chief Operating Officer of Cirrus Design Corporation. He also held various management positions at McKinsey and Company, Caterpillar and New United Motor Manufacturing. He holds a Bachelor of Science in Mechanical Engineering Technology from California State University (CSU), Sacramento, and an MBA in Management Science from CSU, East Bay.

### **Singapore Service Centre Receives FAA Certification**

On May 1, Bombardier Business Aircraft’s wholly-owned Singapore Service Centre received its Federal Aviation Administration (FAA) certification, authorizing the facility to perform maintenance on Bombardier Business aircraft registered in the United States. Singapore’s FAA certification is a critical achievement in enhancing Bombardier’s customer support, providing customers comfort in knowing FAA Return to Service (RTS) is within reach when operating in the Asia Pacific region.

The Singapore Service Centre is Bombardier Business Aircraft’s first wholly-owned service facility in the Asia Pacific region. With its dedicated staff of over 70, the facility features 10,000 square metres (108,000 square feet) of space and is equipped to perform scheduled and unscheduled maintenance, modifications, including interior modifications, avionics installations, and Aircraft on Ground (AOG) support for Bombardier *Learjet*, *Challenger* and *Global* aircraft.

In just over one year of operations in Singapore, the Service Centre has received certifications from EASA, Singapore, Bermuda, Cayman Islands, Hong Kong, Philippines, Malaysia, Isle of Man, Taiwan, Qatar, India and now FAA. As part of its commitment to operators in the Asia Pacific region, the strategically located Service Centre forms the foundation of a full-service hub in the region that houses Bombardier’s current Singapore Regional Support Office (RSO) and is closely networked with Bombardier’s RSOs in Shanghai, Hong Kong and Sydney as well as its parts depots in Beijing, Tokyo, Sydney, Hong Kong and Singapore.

Located at the Seletar Airport, the Singapore Service Centre is one of seven wholly-owned Bombardier Business Aircraft Service Centres that comprise its maintenance network – which includes Dallas, Hartford, Fort Lauderdale, Tucson and Wichita in North America, as well as Amsterdam.

For availability for light and heavy maintenance and scheduling, contact your regional manager.

### Onsite Support Plans for the European Champions League Final – June 6th, Berlin, Germany

With the European Champions League Final only weeks away, Bombardier has been busy planning its support for customers who are football (soccer) fans planning to fly into the region for the game. As the game draws nearer, we will also have regular updates posted on social media on our Facebook and Twitter feeds so stay tuned!

AOG Support	<p>Ensuring that operators have a worry-free experience at the game is top of mind for us. We have a Field Service Representative based in Berlin (Rene Schoenfelder) who is able to provide AOG support and coordination for customers visiting the Berlin. Rene can be contacted either through our Customer Response Centres or at the following coordinates:</p> <p>Rene Schoenfelder: Mobile: +49 151 14867015, Email: <a href="mailto:rene.schoenfelder@aero.bombardier.com">rene.schoenfelder@aero.bombardier.com</a></p>
Customer Response Centres & Customer Response Teams	<p>Onsite support will be coordinated via Bombardier's 24/7 Customer Response Centres, which will be in direct communication with our onsite Customer Response Team (EMRT) and our partner LBAS who located in Berlin and will be available to support customers travelling to the game so.</p> <p>Customer Response Centres Telephone: +1 514 855 2999 Email: Global &amp; Challenger: <a href="mailto:ac.yul@aero.bombardier.com">ac.yul@aero.bombardier.com</a> Learjet: <a href="mailto:ac.ict@aero.bombardier.com">ac.ict@aero.bombardier.com</a></p> <p>LBAS AOG Telephone: +49 30 8875 4600 Email: <a href="mailto:mrp@lbas.de">mrp@lbas.de</a></p>

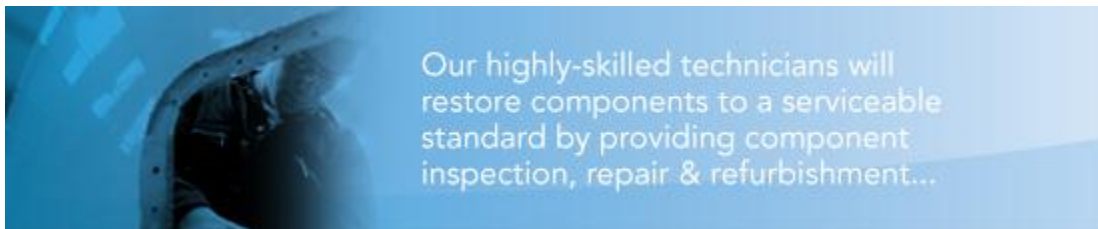
## CR&O Services Discount Promotion

For a limited time, Bombardier CR&O is pleased to offer the following incentives:

- 20% discount on all repairs and overhauls completed at our Learjet Repair Facility.\*
  - Simply reference this certificate and receive the discount off your final repair bill.
- 2 Years CRO Warranty on all repairs and overhauls completed in our Learjet Factory Repair Shops
- Offer valid between April 7, 2015 and June 15, 2015
- Excludes ALL landing gear inspections completed at the Bombardier Learjet CRO facility.

## WE MAKE IT. WE KNOW IT BEST.

With extensive repair and overhaul capabilities on Learjet, Challenger and Global Express components, our unrivalled OEM knowledge provides you with a cost-conscious alternative to off the shelf exchange.



Our range of services include:

- Instruments lab
- Avionics lab
- Lead acid battery shop
- Metrology and dimensional labs
- Hydraulics
- Sheet metal shop
- Calibration
- Refurbishment
- Non-destructive testing certifications inspection

If you would like to find out more about our capabilities, or to schedule your next repair or overhaul, please contact us:

- **Phone:** 866-538-1247, Option 5, Option 3
- **Email:** CRO@aero.bombardier.com

\*20% discount applies to parts and cannot be combined with any other promotions or discounts. Other Terms and Conditions apply.

For a complete list of terms and conditions, please visit our website at <https://customer.aero.bombardier.com/cic/public>. or contact your CR&O Customer Service Representative This offer is subject to change without notice.

## How to access the most current Record of Temporary Revisions (ROTR)

The SmartPubs system was designed to deliver updates to the manuals only at the time of a revision. In between revision cycles, Technical Publications may issue more Temporary Revisions, but they will not be added to the ROTR found in the front matter section of the manual because that would require a new revision to be published.

In order to avoid confusion and to comply with the authorities' requirement that a current version of the ROTR be available in the flight manuals at all times, Bombardier will use the SmartPubs Supporting Documents (SD) feature as the means for providing the updated ROTR in the desktop, network and web applications.

To access the most current ROTR in the SmartPubs collection, users will see an SD icon to the right of the collection and manual name<sup>1</sup>. Clicking on the icon will display the SD table to the right of the screen. The user can then click on the SD row to view the current ROTR in a new tab<sup>2</sup>.

**Welcome to SmartPubs**  
List of Available Manuals

**Navigation** History

5000V-FM  
DDG-TC

TR SD

1

**List of Effective Supporting Documents**

This list includes all Supporting Documents in effect for the GV5000FM/DDG-TC (version: 14.1).

Title	Date	Supporting Document Description
Record of Temporary Revisions	Apr 24/2015	CLICK HERE TO VIEW THE MOST CURRENT VERSION OF THE RECORD OF TEMPORARY REVISIONS.

**This supporting document will affect the following document(s):**

1. [Record of Temporary Revisions](#)

2

## Aircraft Abnormal Situation Reports

The following Aircraft Abnormal Situation Reports (AASR) are now available on the CIC:

2014 4th Quarter AASR's –Challenger 605

2014 4th Quarter AASR's - Global

2014 4th Quarter AASR's – Challenger 300

## General Terms and Conditions

As of May 7, 2015, our General Terms and Conditions for the Spare Parts and Component Repair Price Catalogue have changed. Please take the time to read them on the [CIC website](#). Go to Parts and Warranty, click on Forms on the left panel.

## Google Chrome Problem with SmartPubs

In April 2015, Google disabled NPAPI support in Chrome's new release (version 42). Although there is an override for advanced users (via <chrome://flags/#enable-npapi>) to temporarily re-enable NPAPI, in September 2015 they will remove the override and NPAPI support will be permanently removed from Chrome. At that time, installed extensions that require NPAPI support will no longer be able to load those plugins.

The SmartPubs web application relies on NPAPI support, specifically for the Adobe Reader and Java plugins, for it to function as intended. Therefore, if you use Google Chrome, we recommend that you do not upgrade to version 42 or later. If you already have upgraded and are experiencing issues, we suggest that you use another internet browser (ex. Microsoft Internet Explorer or Mozilla Firefox).

Please note that we are working diligently to find a solution to the problem and apologize for any inconvenience.

## Operational Guidance Material LOA Webpage New Look

It has been approximately nine months since Bombardier Customer Services launched the initial version of the CIC Operational Guidance Material LOA (Letter Of Authorization) Webpage (located on the HOME Page in BAQUICKLINKS) to provide customers and operators with guidance material for obtaining operational approvals for many existing and emerging worldwide regulations.

Over 30 LOA guides have been released since the initial launch, and more are in development.

The Intro Package has been updated regularly to keep current with regulations and systems as they emerge and develop. In addition, most guides are now available in .pdf and .doc versions, as well as the original .docx versions.

Recent upgrades to the webpage include worldwide Civil Aviation Authorities and Aeronautical Information Services links and contact information.

The webpage has also been updated with hyperlinks to help navigate to the information more easily.

We encourage you to have a look and tell us what you think and any recommendation to improve the webpage, please contact:

Learjet: [learjet.regcompliance@aero.bombardier.com](mailto:learjet.regcompliance@aero.bombardier.com)

Challenger and Global: [bbad\\_emerging\\_regulations@aero.bombardier.com](mailto:bbad_emerging_regulations@aero.bombardier.com)

The screenshot shows the Bombardier Customer Services website interface. At the top, there are navigation tabs for 'HOME', 'TECHNICAL LIBRARY', 'TOOLS & SERVICES', 'FORUMS & COMMITTEES', 'NEWS & EVENTS', and 'PARTS & WARRANTY'. Below this, there are several news items and announcements, including 'SmartPubs and Google Chrome v.42', 'Important Change: Bombardier Launches One Number CRC Access', and 'Challenger 300 Advisory Webcast'. A section titled 'BAQUICKLINKS' contains a link for 'Operational Guidance Material LOA', which is circled in red. A red arrow points from this link to the 'Operational Guidance Material - L.O.A.' page shown below. The page features a large image of a Bombardier Learjet aircraft and a navigation menu at the bottom with links for Home, Learjet Guides, Challenger Guides, Global Guides, Job Aids, Additional Information, Civil Aviation Authorities, and Aeronautical Information Services.

## CHALLENGER SERIES

### Challenger 300 Advisory Committee Meeting

Bombardier Business Aircraft will be holding its Challenger 300 Advisory Committee meeting in Montréal May 27-28, 2015. We invite you to submit any fleet issues you may have encountered to the Committee, three weeks prior to the event. Please note that any issues raised to the Committee past May 6 will be pushed to the following meeting. The Advisory Committee is held over two days and includes information sessions, networking opportunities and provides a great forum for feedback.

For more information on attending the event as a guest, applying for membership or to pass along a proposed issue or feedback to the committee, please visit the new Advisory Committee Corner on CIC website homepage at <http://cic.bombardier.com>.

You can also contact Bombardier Customer Care representative Louise Caouette [Louise.Caouette@aero.bombardier.com](mailto:Louise.Caouette@aero.bombardier.com) or speak with an Advisory Representative at the coordinates below:

Challenger 300 Advisory Chair: Bill Mussared, (972) 720-2599 [bill.mussared@flexjet.com](mailto:bill.mussared@flexjet.com)

Challenger 300 Advisory Co-Chair: Mark Thomas, (412) 466-2403 [mark.thomas@pnc.com](mailto:mark.thomas@pnc.com)

\* **Webcast:** Part of the meeting will be available to Operators via a live webcast hosted on the CIC website on May 27. The agenda includes Advisory Chair and Bombardier management introductions, emerging issues and advisory top issues.

On behalf of the Customer Care team, we're looking forward to receiving your feedback and seeing you there!

### Web Application of the nice® HD CMS for Challenger 350

ATA-44

The nice® web app provides remote control functionalities and wireless media playback on all mobile devices including Apple, Windows mobile, Android and BlackBerry operating systems. It enables tablets and smartphones to become a nice® system controller, which allows the VIP or crew to control all cabin functions just like with the VIP or Galley Control Panel.

An issue has been identified with Apple IOS versions 8 to 8.2. These IOS versions do not support a live video playback with the embedded web browser Safari when in full screen mode. The nice® web app uses this function therefore the video playback is not possible.

The proposed solution is to update your IOS devices to IOS version 8.3 which includes a fix for that issue therefore the video playback functionality is working with the embedded browser Safari in full screen mode. Should you not want to upgrade your IOS devices to version 8.3, an alternate solution is to use a different browser application to access the nice® web app (e.g. Chrome). Note that IOS 7 is not affected with this issue.



## ADS-B Out version 1 (DO-260A) Availability

Challenger 800 Series

Challenger Challenger 600-2B19 (7000 -7999)

Challenger 850 Series (8000 to 8999)

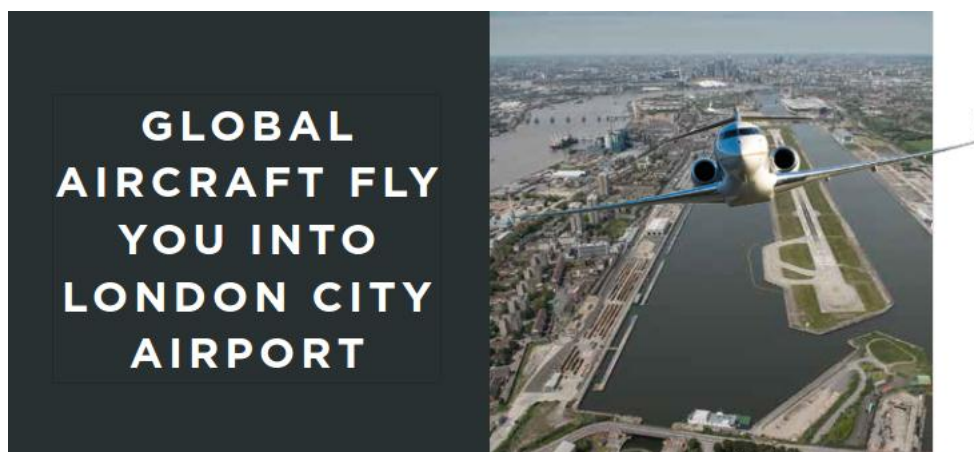
Service Bulletin (SB) 601R-34-149 was developed to meet the requirements of ADS-B Out DO-260A (Version 1) for Challenger 850 serial numbers 8043 & subs. The SB provides the instructions to install the mode S transponders with ADS-B Out capability.

We are pleased to announce that this option is now available for all model CL600-2B19 business aircraft 7000 & subs - Challenger 850s, Corporate Shuttles, Special Editions (SE) and CRJ conversions.

SB 601R-34-149 is a controlled effectivity SB, if you are interested in purchasing this option please submit an SRPSA via email to [SRPSA@aero.bombardier.com](mailto:SRPSA@aero.bombardier.com) to request a price quote and leadtime.

Regarding ADS-B Out DO-260B (Version 2) Bombardier is evaluating go forward options and will communicate the plan as soon as available.

## GLOBAL SERIES



### Global aircraft fly you into London City Airport

Bombardier's Global 5000 featuring Bombardier Vision flight deck and Global 6000 are certified for steep approach making it possible to reach the heart of the City faster by landing at the centrally located London City Airport.

This feature, among many others, such as KA band internet connectivity, the most comfortable cabin, the industry's most advanced flight deck or the carefully considered details like full baggage access in flight, make the Global business jet a unique aircraft that exceed the highest level of expectations.

To illustrate the platform's outstanding short field and steep approach capabilities, we have prepared the following video of our *Global 6000* jet that demonstrates its impressive performance.

Click the link to view the video: <https://youtu.be/eLvedsINE-I>

## SIPC Alternate Parts Table for Global aircraft now available!

Bombardier is pleased to announce the availability of a Supplemental Illustrated Parts Catalogue (SIPC) Alternate Parts Table containing TCCA approved alternate parts for your Global aircraft. This initiative is in line with the one introduced in the fall of 2014 for Challenger 300 aircraft.

Following a thorough investigation, Bombardier identified key elements, mainly used for interior STCs, and created an SIPC Alternative Parts Table to ease the process of ordering parts in case of obsolescence or non-availability. We will continue to perform trend studies on parts obsolescence and update the SIPC Alternative Parts Table as required in the future.

You can access the table today via your SmartPubs collection available on DVD or on the CIC website, under Technical Library/Technical Publications/Online Manuals.

## Cabin Electrical Power

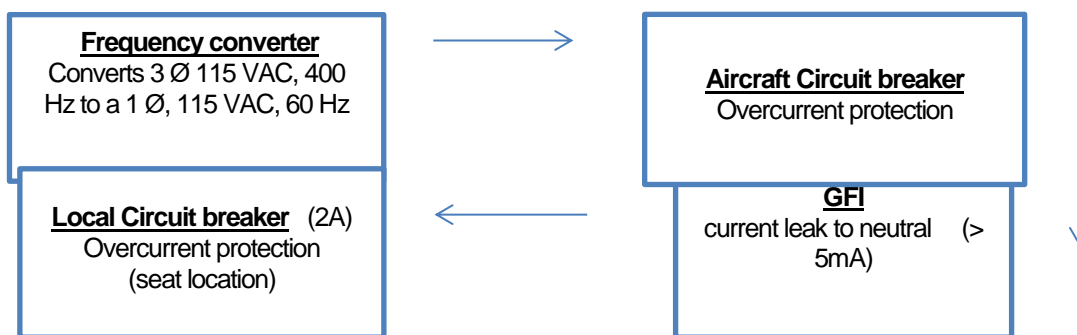
ATA 24

Some operators have reported cabin electrical power outlet issues. We noted that confusion may exist between the frequency converter, the Ground Fault Interrupter (GFI) and the local 2A circuit breaker (CB) located at each seat.

### System Description

The power source of the system consists of a frequency converter (some aircrafts may be equipped with two converters) located in the avionic bay and it is used to change the 3-phases 115VAC, 400 Hz of the Alternative Current Power Center (ACPC) to a single phase 115VAC, 60Hz. This single phase allows the use of passenger devices and crew equipment. The system supplies power to universal outlets through the Cockpit Circuit Breaker Panel (CCBP) and many GFIs throughout the cabin, which protect people against electrical current leakage. The GFIs will trip the circuit before a harmful shock occurs (a difference greater than 5mA) in approximately 25 milliseconds. The GFIs also contain a TEST and a RESET button to verify the protection circuitry. As per the Supplemental Time Limits/Maintenance Checks (STLMC), the GFIs and the cabin outlets must be tested every 15 months (refer to Supplemental Maintenance Manual (SMM) task number, chapter 24).

### Cabin Power Electrical Flow



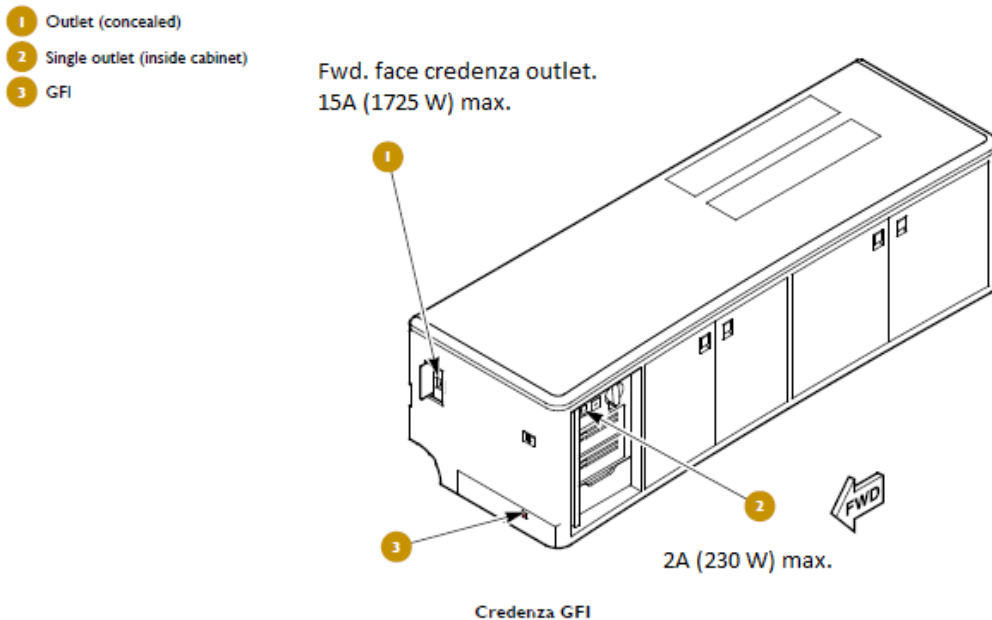
### Standard Practices

To avoid nuisance tripping of the frequency converter, the GFI or the local circuit breaker, a good practice to have is to respect the cabin electrical power outlet load limitations as stated in the Cabin Handbook (e.g. passenger seat = 2A or 230W max).

Also, make sure to never require more than 30A draw at once on the same frequency converter. Refer to the following table for the cabin electrical outlet load limitations and suggested appliances to use.

**Cabin Electrical Outlet Load And Usage**

GFI	Max. Load	Max. Power	Appliances
Cockpit	5A	575W (total) (for all cockpit outlets)	Laptop, cellular/mobile phone, tablet, etc.
Crew Rest area	2A	230W	Laptop, cellular/mobile phone, tablet, etc.
Each lavatory	10A	1150W	Electric shaver, hair dryer, curling iron, etc.
Galley	15A	1725W (total)	Kitchen appliances (instant hot plate, toaster)
Credenza	2A	230W	Laptop, cellular/mobile phone, tablet, etc.
Fwd. face Credenza (refer to figure 1)	15A	1725W	Vacuum cleaner, hair dryer, etc.
Passenger seat	2A	230 W	Laptop, cellular/mobile phone, tablet, etc.
Baggage compartment	15A	1725W	Vacuum cleaner, hair dryer, etc.



**Figure 1**

(Not applicable to classic Global Express)

Note: Make sure to use the vacuum cleaner and the personal appliances with high power consumption in the outlets dedicated to that kind of usage (as listed in the above CABIN ELECTRICAL OUTLET LOAD AND USAGE table).

The following table describes examples of power consumption for some personal appliances:

### Power Consumption

Appliances	Power consumption
Laptop	60W to 90W
Tablet charger	12W
Cellular charger	6W
Vacuum cleaner	500W to 1725W
Hair dryer	800W to 1800W
Electric shaver	20W
Curling Iron	80W and 170W
Toaster	800W to 1500W
Hot plate	750W to 1500W

To summarize, in order to reduce nuisance cabin power outage, Bombardier recommends to respect the cabin electrical power outlet load limitations as stated in the Cabin Handbook and a proper usage of personal appliances to the dedicated outlets.

If all conditions described above are respected and you are experiencing outlet tripping issues, it would be important to gather the information below:

- Outlet(s) location
- Device(s) connected (name/model) and quantity

Then contact:

1. Your local FSR
2. CRC at: [ac.yul@aero.bombardier.com](mailto:ac.yul@aero.bombardier.com)
3. Customer Support Engineering (CSE), Mathieu Bastien at: [mathieu.bastien@aero.bombardier.com](mailto:mathieu.bastien@aero.bombardier.com).

### Rolls Royce Campaign to Replace Permanent Magnetic Alternator (PMA) Stators

Bombardier would like to inform Operators of a Rolls Royce Campaign to exchange all Permanent Magnet Alternator (PMA) stators, also known as Dedicated Generator Stators, on affected engines.

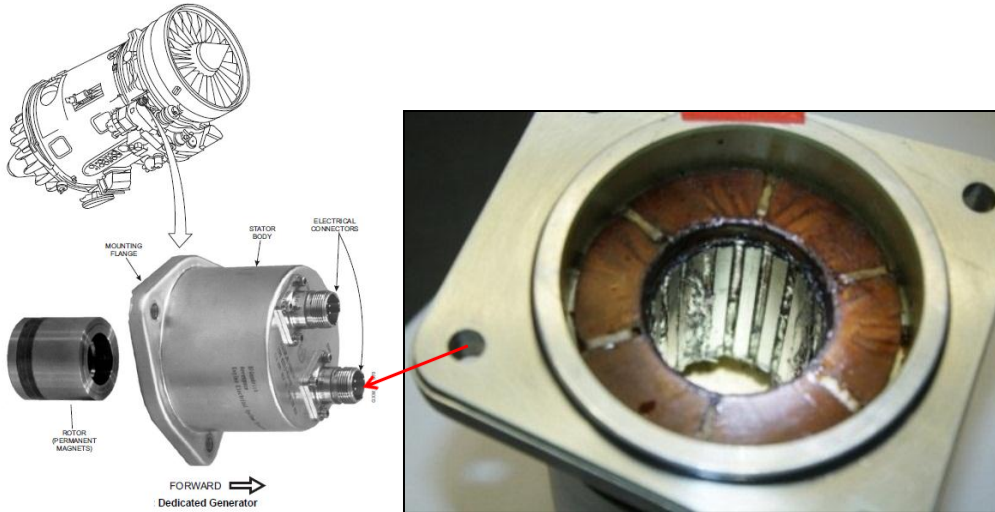
The PMA is used to power the Engine Electronic Controller (EEC). It is mounted on the front of the accessory gearbox, on the left hand side when viewed from the front. The accessory Gearbox turns a permanent magnet rotor, which turns in the stator housing and creates electrical power. The PMA will supply full system electrical power to the EEC when the engine N2 speed is greater than 35%. When N2 speed is less than 35%, or if the PMA becomes defective, the power comes from the aircraft electrical system.

The old standard PMA (P/N 83311-430117) can have an issue with stator varnish swelling which may lead to a short or open circuit when stator wires contact the rotor. This can lead to the EEC limiting the engine power to idle thrust. This issue only effects the classic style EEC's. Classic style EECs are defined as an EEC having a PN starting with 1520KDC.

To prevent this issue, Rolls-Royce has introduced a new PMA stator (514842-1) with improved varnish via Service Bulletin (SB) BR700-73-101856 Engine Fuel and Control - Dedicated Generator - Introduction of a new varnish for the windings of the Permanent Magnetic Alternator.

The improved PMA stator will be campaigned with a target to be complete by the end of 2015. Operators are encouraged to refer to the RR Technical Newsflash NF2015-03 issued January 20th 2015 for further information.

This document is available on the My Aeroengine website. <https://myaeroengine.com/>



## RECENT DOCUMENTS

### ADVISORY WIRES / COMMUNIQUÉS / SERVICE LETTERS / ALL OPERATOR MESSAGES

Click [here](#) to view all the Advisory Wires / Communiqués.

Note: Service Letters and All Operator Messages are applicable only for **Challenger 800 Series** (Challenger 850, Special Edition, Corporate Shuttles, CRJ Conversions) – Go to [iflybombardier.com](http://iflybombardier.com) to view Service Letters (SL) / All Operator Messages (AOM).

#### All Models

Date of issue	Number	Revision	Subject
---------------	--------	----------	---------

#### Challenger Series

Date of issue	Number	Revision	Subject
---------------	--------	----------	---------

May 5	AW600-34-2466	Basic	FMS-6000 May Turn the Wrong Direction on Certain Procedures; Removal of Affected Procedures from Navigation Database
May 12	AW600-34-2365,	5	FMS Anomalies and Associated Navigation Database Changes
May 12	AOM1499	Basic	Global AMOC for Airworthiness Directive (AD) 2014-18-01, Rockwell Collins TDR-94 and TDR-94D Mode select (S) transponders
May 14	AOM1500	Basic	Adel Wiggins CMM released for CRJ100/200 Fuel Shroud System

**Global Series**

Date of issue	Number	Revision	Subject
May 15	AW700-32-0504		Nose Landing Gear (NLG) - Retraction Actuator To Main Fitting Joint - Damage Cotter Pin
May 15	AW700-05-0521		Task interval for the Visual Check of the Engine Maintenance Alerts (45-45-00-201)

**Learjet Series**

Date of issue	Number	Revision	Subject
May 7	AW31-009	Basic	Garmin Touch Control (GTC) Cooling Fan Service Bulletin
May 12	AW57-005	Basic	Wing Leading Edge Rivet Tipping

**Service Bulletins**

Click [here](#) to view all the Service Bulletins.

Please note you can view the Challenger 800 Series (Challenger 850, Special Edition, Corporate Shuttles, CRJ Conversions) Service Bulletins from the CIC website – listed as 601R-xx-xxx.

**Challenger Series**

Date of issue	Number	Revision	Subject
May 5	SB 605-26-001	1	Modification – Engine Fire / Overheat Detection System – Introduction of Fire Sensing Element Part No. 744-11645 with Optional Connectors
May 19	SB 100-23-11	1	Modification - Audio Integrating System - Replacement of the Radio Interface Units (RIU)

**Global Series**

Date of issue	Number	Revision	Subject
May 13	SB 700-32-035	Basic	ICA - Special Check/Modification - Nose Landing Gear (NLG) - Safety Device Modification at Retraction Actuator to Main Fitting Joint
May 13	SB 700-32-5011	Basic	ICA - Special Check/Modification - Nose Landing Gear (NLG) - Safety Device Modification at Retraction Actuator to Main Fitting Joint
May 13	SB 700-32-6011	Basic	ICA - Special Check/Modification - Nose Landing Gear (NLG) - Safety Device Modification at Retraction Actuator to Main Fitting Joint
May 13	SB 700-1A11-32-022	Basic	ICA - Special Check/Modification - Nose Landing Gear (NLG) - Safety Device Modification at Retraction Actuator to Main Fitting Joint
May 14	SB 700-25-6020	1	Modification – Passenger Compartment – Modification of the Electric Release Pocket-Door Assembly (Mid)
May 19	SB 700-25-6012	2	Modification - Passenger Compartment - Modification of the Electric Release Pocket-Door Footer Mechanism (Forward) (see SB for full list of effectivity)

May 19 SB 700-25-6014 2 Modification - Passenger Compartment - Modification of the Electric Release Pocket-Door Footer Mechanism (Mid)

### **Learjet Series**

Date of issue	Number	Revision	Subject
May 11	SB45-34-32	Rev. 1	Navigation - TCAS 7.1 Software Upgrade
May 11	SB40-34-20	Rev. 1	Navigation - TCAS 7.1 Software Upgrade
May 11	SB75-32-01	Rev. 1	Landing Gear - Main Landing Gear Side Brace Actuator End Cap Replacement
May 11	SB45-32-34	Rev. 1	Landing Gear - Main Landing Gear Side Brace Actuator End Cap Replacement
May 11	SB70-32-01	Rev. 1	Landing Gear - Main Landing Gear Side Brace Actuator End Cap Replacement
May 11	SB40-32-16	Rev.1	Landing Gear - Main Landing Gear Side Brace Actuator End Cap Replacement
May 18	SB40-27-35	Rev. 2	Flight Controls - Pitch Trim Bias Wiring Modification
May 18	SB45-27-51	Rev. 2	Flight Controls - Pitch Trim Bias Wiring Modification

### **Vendor Service Bulletin Cover Letters**

Click [here](#) to reach the Service Bulletins menu and navigate to "By Vendor". Issued on Thursday January 15, 2015

**Challenger**..... CH300-MAY/15-001;CH350-MAY/15-001;CH600-MAY/15-001;  
CH601-MAY/15-001;CH604-MAY/15-001;CH605-MAY/15-001

**Global** ..... GX-MAY/15-001;G5000-MAY/15-001;G6000-MAY/15-001;  
GVFD-MAY/15-001

## CALENDAR OF EVENTS

<b>Date (2015)</b>	<b>Event</b>	<b>Location</b>
May 19-21	EBACE	Geneva, Switzerland
May 27-28	Challenger 300 Series Customer Advisory Committee	Montréal, Québec, Canada
June 5-7	Montreal Grand Prix	Montréal, Québec, Canada
June 9	Avionics Roadmap Review	Seattle, Washington, US
June 11	Avionics Roadmap Review	Dallas, Texas, US
June 15-21	Paris Air Show	Le Bourget, France
June 16-18	CBAA (St-Hubert Airport)	Montréal, Québec, Canada
June 22	Avionics Roadmap Review	Ft. Lauderdale, Florida, US
June 24	Avionics Roadmap Review	Teterboro, NJ, US
June 25	NBAA Regional Forum Teterboro	Teterboro, NJ, US
June 26	Avionics Roadmap Review	Chicago, Illinois, US
Aug. 10-11	Sao Paulo Customer Briefing	Sao Paulo, Brazil
Aug. 11-13	LABACE	Sao Paulo, Brazil
Aug. 26-27	Learjet Series Customer Advisory Committee	Wichita, Kansas, US
Sept. 1-2	MEBAA	Casablanca, Morocco
Sep. 10-12	Jet-Expo	Moscow, Russia
Sep. 15-17	M&O Europe	Barcelona, Spain
Sep. 17	NBAA Regional Forum St-Louis (TBD)	St-Louis, US
Sep. 30-Oct. 1	Challenger 600 Series Customer Advisory Committee	Montréal, Québec, Canada
Oct. 5-8	US Safety Standdown	Wichita, Kansas, US
Oct. 14-16	Global Series Customer Advisory Committee	Montréal, Québec, Canada
Nov. 4-5	Challenger 300 Customer Advisory Committee	Montréal, Québec, Canada
Nov. 8-12	Dubai Air Show	Dubai, UAE
Nov. 17-18	NBAA Customer Briefing	Las Vegas, NV, US
Nov. 17-19	NBAA	Las Vegas, NV, US

Bombardier, Bombardier Vision, CRJ, Challenger, Challenger 300, Challenger 600, Challenger 604, Challenger 605, Challenger 850, Global, Global Express, Global 5000, Global 6000, Learjet, Learjet 20, Learjet 30, Learjet 40, Learjet 45, Learjet 55, Learjet 60, Learjet 70, Learjet 75, The Evolution of Mobility, XR and XRS are trademarks of Bombardier Inc. or its subsidiaries.

The *Customer Forum and Newsletter* is intended for general information purposes only and Bombardier does not assume or accept any responsibility for any use of such information. In particular, it is not to be used for the maintenance, servicing or other technical requirements of any Bombardier product as it may not contain all necessary information. Bombardier technical manuals and/or Engineering documents take precedence over the content of this publication.