

ADVISORY WIRE

AW700-27-0363, Rev. 1

DATE: November 22, 2012

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FROM: BOMBARDIER CUSTOMER SERVICES BUSINESS AIRCRAFT

ADVISORY WIRE

REFERENCE NO: AW700-27-0363, Rev. 1

SUBJECT: No Fault Found (NFF) initiative: Stall Protection
Computer (SPC)

EFFECTIVITY: Global Express (9002 to 9153)
Global 5000 (9127 to 9431)
Global XRS (9159 to 9429)
Global 5000 featuring Vision Flight Deck (9386, 9401,
9445 to 9997)
Global 6000 (9313, 9381, 9432 to 9997)

ATA: 27-32

This Advisory Wire contains Operational and Maintenance Information

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1.0 REFERENCES:

- 1.1 Advisory Wire 700-27-0275, Rev. 2 (Aug 2010) "STALL PROTECT FAIL "Nuisance CAS Message.
- 1.2 Recommended Service Bulletin (SB) 700-27-071 - Introduction of the SPC P/N GH582-3001-17 to correct Loopback ARINC 429 issue.
- 1.3 Recommended SB 700-1A11-27-029 - Introduction of the SPC P/N GH582-3001-19 to correct Loopback ARINC 429 issue.
- 1.4 Aircraft Maintenance Manual (AMM) Task 27-32-01-400-801 "Installation of the Stall Protection Computer".
- 1.5 SMARTFIX™ Plus available in the password-protected area of the CIC website (www.cic.bombardier.com).

2.0 INTRODUCTION:

This Advisory Wire (AW) revision is to inform Operators that all Global 5000 featuring Vision Flight Deck and Global 6000 are part of the aircraft effectivity and update of NFF status. The initial AW release informed Operators about high SPC No Fault Found (NFF) rate following Reliability Improvement Program (RIMP) initiative results.

3.0 DESCRIPTION:

The SPC NFF rate dropped from 80 % in November 2011 to below 40% today.

Consequently the Mean Time Between Unscheduled Removal (MTBUR) for the SPC has increased, for the same period, from 6,900 Flight Hours (FH) to 10,300 FH.

As part of the continuous NFF monitoring for the SPC, Bombardier continues to review details of all removals that were declared NFF in order to establish

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any trends and future action plans If justified.

Looking at recent data, the main NFF trend was identified as removals related to improper troubleshooting of the SPC.

The majority of these NFF units have been confirmed satisfactory as returned boxes were re-installed on different airplanes without further difficulties.

4.0 ACTION:

With the objective to reach NFF rate target below 20%, reduce cost associated and avoid any aircraft downtime, Bombardier still recommends the following actions :

- 4.1 Get familiar with instructions per Ref. 1.1.
- 4.2 All eligible Operators upgrade the SPC through recommended Service Bulletins Ref. 1.2 and 1.3.
- 4.3 Maintenance team to pay particular attention on proper racking of the box as per AMM Task Ref. 1.4 when replacing an SPC.
- 4.4 Maintenance team to use Central Aircraft-information Maintenance System (CAIMS) or On-Board Maintenance System (OMS) feature and SMARTFIX™ Plus troubleshooting tools (Ref. 1.5) to identify proper root cause of the symptom before replacing the SPC.

Should you have any technical questions or are in need of technical assistance, please contact the Challenger/Global Customer Response Center ([CRC](#)) (24/7/365) or your Field Service Representative (FSR).

Have any suggestions or comments?

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