

ADVISORY WIRE

AW700-28-0368

DATE: December 15, 2011

PAGE: 1 OF 4

FROM: BOMBARDIER CUSTOMER SERVICES BUSINESS AIRCRAFT

ADVISORY WIRE

REFERENCE NO: AW700-28-0368

SUBJECT: No Fault Found initiative: Fuel Management
and Quantity Gauging Computer (FMQGC)

EFFECTIVITY: Global Express aircraft (9002 to 9153)
Global 5000 aircraft (9127 to 9413, 9415 to
9442, 9998)
Global Express XRS aircraft (9159 to 9431)

ATA: 28-41

This Advisory Wire contains Maintenance Information

This communication is available electronically at: <http://www.cic.bombardier.com/>. Please help us keep our distribution list up-to-date and accurate. To obtain this document by e-mail, report transmission errors or update your distribution profile, please e-mail bacs.e.dist@aero.bombardier.com. If you require technical information concerning this wire, please call your Field Service Representative.

ADVISORY WIRE

AW700-28-0368

DATE: December 15, 2011

PAGE: 2 OF 4

1.0 REFERENCES:

- 1.1 AW 700-28-0072 Centre Tank Fuel Transfer Pump Rev 5.
- 1.2 AW 700-28-0177 Auto Refuel Inhibit.
- 1.3 AW 700-28-0221 Unscheduled Fuel in Fwd Tank Rev 1.

2.0 INTRODUCTION:

This Advisory Wire is to inform Operators on a new process put in place to reduce the number of Fuel Management and Quantity Gauging Computer (FMQGC) declared No Fault Found (NFF) by the vendor. This Advisory wire also provides instructions to maintenance personnel on how to report a defective FMQGC in order to facilitate the fault isolation process at the vendor's facility and reduce the quantity of units declared NFF.

3.0 DESCRIPTION:

The FMQGC was put on the Top 10 NFF initiative in 2009. Although a lot of effort has been put into reducing the quantity of units declared NFF by the vendor, the latest FMQGC NFF rate is 41%. The FMQGC is currently one of the top ten NFF initiatives.

Bombardier reviewed the details of all FMQGC returned from the field and then declared NFF. Troubleshooting at the aircraft level has been identified as a trend causing the units to be declared NFF when returned to the vendor. These NFF units have been considered "True NFF" meaning they were returned and installed on a different aircraft with no subsequent malfunction reported.

Since September 2011, the Bombardier Customer Support Engineering Group review every FMQGC removal with the Vendor on a weekly basis. This allows the team to better track the units removed from the field and share information such as the troubleshooting carried out on the airplane and the Acceptance Test Procedure (ATP) results at the vendor. Based on this

ADVISORY WIRE

AW700-28-0368

DATE: December 15, 2011

PAGE: 3 OF 4

information, the team can agree on customized recommendation for the fault isolation process before returning the units in service. This initiative will also have an impact on the Smartfix Plus task related to the Fuel system as the tasks are continually discussed with the vendor and updated if required.

4.0 ACTION:

As a reminder, before replacing a FMQGC, Bombardier recommends the following actions to maintenance personnel :

- 1- Use CAIMS and Smartfix Plus troubleshooting tools.
- 2- Consult different Advisory Wires related to the fuel system:
 - AW 700-28-0072 Center Tank Fuel Transfer Pump rev 5.
 - AW 700-28-0177 Auto Refuel Inhibit rev nc.
 - AW 700-28-0221 Unscheduled Fuel in Forward Tank rev 1.

Finally, in order to get all the proper data, when a defective FMQGC is removed:

- 1- Ensure to fill out properly the Detail reason for removal section on the Material Return Authorization (MRA) form:

The following data for this section is required:

- CAS message (i.e. R PRI FUEL PUMP (CYAN))
- CAIMS message (i.e. R FWD AC BOOST PUMP LMS/WRG FAULT)
- CAIMS fault code (i.e. 284460FPK)
- Fuel synoptic page failure description
 (i.e. R PRI FWD FUEL PUMP SHOWS AMBER ON SYNOPTIC PAGE.)
- Also, a description of the troubleshooting carried out on the aircraft.

ADVISORY WIRE

AW700-28-0368

DATE: December 15, 2011

PAGE: 4 OF 4

Should you have any technical questions or you need technical assistance, do not hesitate to contact the:

-Customer response center (CRC) of Montreal:

North America: **1-866-JET-1247 (1-866-538-1247)**

International: **+1-514-855-2999**

- Your respective Field Service Representative

Have any suggestions or comments?

Please take a moment to fill out our Advisory Wire survey:

<http://csefeedback.aero.bombardier.com/index.php?sid=71513&newtest=Y&lang=en>