

Advisory Wire

REFERENCE NO:	AW700-31-0527 Rev.05	INFORMATION TYPE:	Maintenance
ATA:	31-61	EFFECTIVITY:	Global Express / XRS Global 5000
SUBJECT:	Display Unit Honeywell Primus (DU-870) Support		

1. REFERENCES:

- 1.1. Honeywell Service Information Letter (SIL) D201510000020 Revision 2 or later, Obsolescence Notification for DU-870
- 1.2. Bombardier Service Bulletin (SB) 700-31-038/700-1A11-31-020, Modification – Electronic Flight Display Units – Installation of SMARTVIEW Synthetic Vision with the Primus Elite DU-875AF
- 1.3. Display Unit DU-870 Repair Under Smart Services Terms and Conditions, Bombardier Customer Forum & Newsletter / Thursday, September 23, 2021 / Volume 18 / Issue 19

Reference documents are posted on the Bombardier Customer portal at:

<https://my.businessaircraft.bombardier.com/>

2. INTRODUCTION:

This Advisory Wire (AW) revision 5 is to advise Operators that Bombardier no longer carries stock of DU-870 Display Units (DU). The latest information on Smart Parts Services coverage is also discussed herein.

Bombardier and Honeywell have explored different options to extend their support of the Honeywell Primus DU-870. Unfortunately, due to component obsolescence we are unable to offer a sustainable solution based solely on the continued use of the DU-870. This AW lists the available alternatives for continuous service of your aircraft.

3. DESCRIPTION:

3.1. DU-870 End of Life Support

Global aircraft equipped with the Primus 2000 avionics suite, have six (6) DU-870 (P/N 7014300-901) units installed. Honeywell released revised SIL (ref 1.1), clarifying the end of repair & exchange policy and future support for these DUs.

Honeywell discontinued repairs for customer owned DU-870 Display Units as of December 31, 2016, however, to provide continuous support, they have maintained the repair of the DU-870 in their spares exchange (SPEX) pool through 2020. Unfortunately, due to the unavailability of obsolete components, Honeywell is no longer able to provide this service, but will continue to provide technical support.

Bombardier no longer carries stock of the DU-870. Operators wishing to replace their DU-870 with the same part have the option of going to independent third-party repair facilities. A cursory web search shows that the DU-870 has been supported by suppliers such as Millennium, InAir and Thomas Global Systems, however, third party suppliers are not OEM approved and neither Bombardier nor Honeywell are party to agreements undertaken with these suppliers. Due to this obsolescence, it will be increasingly challenging to find replacements for the DU-870 and consequently we encourage our customers to consider the options outlined in section 3.2 below.

Smart Services terms and conditions for continuing support are discussed within the Bombardier Customer Forum & Newsletter (ref 1.3). The article also covers Smart Parts warranty coverage consideration claims for DU-870 units sent to third party repair depots.

3.2. DU-870 Upgrade Options to DU-875 for Long Term Support:

3.2.1. Primus Elite Advanced Features (PEAF)

To provide our customers with an upgrade path, Bombardier has issued optional SB700-31-038/ 700-31-1A11-020 (ref 1.2), which replaces the existing Honeywell Cathode Ray Tube (CRT) cockpit displays with new higher reliability Honeywell DU-875 Liquid Crystal Displays (LCD). These new displays are higher resolution, provide enhanced level of definition and more precise images. This installation adds Synthetic Vision System (SVS), new Multi-Function Display (MFD) enhanced functions and other advanced features such as Airport charts, Approach charts, Integrated maps and XM Weather (Optional).

3.2.2. Third Party Supplemental Type Certificate (STC)

Operators can take advantage of applicable trade in credit when replacing DU-870's with DU-875 Display Units. This drop-in option, performed at Bombardier service centers via third party STC, allows the replacement of either one unit at a time or up to all six at once. This alternative provides operators with a brighter display, weight savings of approximately 7 pounds per unit, twice the reliability, compatibility with the PEAFF upgrade (ref 1.2) and most importantly enhanced long term support.

4. ACTION:

Operators should be familiar with the different alternatives for the support of the DU-870 Display Unit. Upgrade options to the DU-875 as detailed in section 3.2 will enhance long term support. For additional servicing details and scheduling, please contact your Regional Sales Manager (RSM) representative.

Should you have any queries pertaining to this AW, please contact your Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC).