

ADVISORY WIRE

AW700-27-0363

DATE: November 2, 2011

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FROM: BOMBARDIER CUSTOMER SERVICES BUSINESS AIRCRAFT

ADVISORY WIRE

REFERENCE NO: AW700-27-0363

SUBJECT: No Fault Found initiative: Stall Protection
Computer

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: 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”.

2.0 INTRODUCTION:

This Advisory Wire is to inform Operators that Bombardier has observed that a significant number of the Stall Protection Computer (SPC) removals outcome in No Fault Found (NFF) following Reliability Improvement Program (RIMP) initiative results.

3.0 DESCRIPTION:

The latest SPC NFF rate has been approximately 80 % of the units returned with actual hardware failures of the SPC are extremely low. As part of the continuous NFF monitoring for the SPC, Bombardier reviewed the details of all removals that were declared NFF to establish the trends and associated action plans (RIMP initiative):

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 ok as returned boxes were re-installed on different airplanes without further difficulties.

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4.0 ACTION:

In an effort to reduce the high rate of SPC NFF, reduce cost associated and avoid any aircraft downtime, Bombardier recommends the following actions :

1-Get familiar with instructions per Ref 1.1.

2-All eligible Operators upgrade the SPC through recommended Service Bulletin (Ref 1.2 and 1.3).

3-Maintenance team to pay a particular attention on proper racking of the box as per notified in the AMM (Ref 1.4) when replacing a SPC.

4-Maintenance team to use CAIMS feature and Smartfixplus troubleshooting tools to ensure to identify accordingly the root cause of the symptom before replacing the SPC.

Should you have any technical question or you need technical assistance, do not hesitate to contact the Customer Response Center (CRC) of Montreal (24/7/365) or your Field Service Representative (FSR).

Have any suggestions or comments?

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

<http://csefeedback.aero.bombardier.com/index.php?sid=83792&newtest=Y&lang=en>