

ADVISORY WIRE

700T-0123 Rev. 1

DATE: March 13, 2009

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FROM: BOMBARDIER CUSTOMER SERVICES BUSINESS AIRCRAFT

ADVISORY WIRE

REFERENCE NO: 700T-0123 Rev. 1

SUBJECT: "ACARS DMU FAIL Message"

EFFECTIVITY: BD700-1A10 (9002 - 9999)
BD700-1A11 (9127 - 9999)

ATA: 23-23

This Advisory Wire contains Operational and Maintenance Information

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1.0 REFERENCES:

- 1.1 Teledyne Service Bulletin, SB8400021-23-3, May 20 / 2002 (available on Bombardier CIC website)
- 1.2 Teledyne Service Bulletin, SB8400021-23-7 Rev 1, Jan 17 / 2005 (available on Bombardier CIC website)
- 1.3 Teledyne Service Bulletin, SB8400021-23-11, Jan 29 / 2008 (available on Bombardier CIC website)

2.0 INTRODUCTION:

This Advisory Wire revision is to inform Operators that an ADLU (Airborne Data Link Unit) software fix is available to correct the nuisance white "ACARS DMU FAIL" message displayed on the FMS CDU (Flight Management System Control Display Unit) scratch pad and the red "ACARS DMU FAIL" message displayed on ACARS page of all FMS CDUs.

3.0 DESCRIPTION:

There have been cases reported where, during flight, the "ACARS DMU FAIL" message was randomly displayed without any peculiar FMS or Datalink activity. The ref. 1.1 Teledyne Service Bulletin upgrading the Telelink unit to a status MOD 3 (improved ARINC transmitters) has, in some cases, reduced or eliminated this occurrence.

The root cause of the failures that are not corrected by the MOD 3 have been identified and fixed via the ref. 1.2 Service Bulletin (software version J) for ADLU P/N 8400021-01.

The Operators that have STC 8058SC-T (Weather Graphics) implemented in their aircraft are advised that ADLU P/N 8400021-01A includes the MOD 3 via ref 1.1 Service Bulletin and the equivalent software J via ref 1.3 Service Bulletin (software version B).

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4.0 ACTION:

Operators that do not have the ref 1.1 Service Bulletin (MOD 3) and ref. 1.2 Service Bulletin (version J) incorporated in their Datalink unit can contact Teledyne at their STARLINE at 1-888-246-7827.

At that time, Operators should request that their units be upgraded with the latest MOD configuration including:

- MOD 3 and software version J for ADLU P/N 8400021-01,
- MOD 3 and software version B for ADLU P/N 8400021-01A.

In the interim, resetting the DATALINK circuit breaker via the EMS CDU (Electrical Management System Control Display Unit) will clear the fault message and normal operation is resumed.

Operators that do have the ref 1.1 Service Bulletin (MOD 3) and ref. 1.2 Service Bulletin (version J) incorporated in their Datalink unit and operators that have STC 8058SC-T (Weather Graphics) implemented in their aircraft should no longer consider the message "ACARS DMU FAIL" as a nuisance and instead should follow the troubleshooting as per FIM TASK 23-23-00-810-810.