Customer FORUM & Newsletter

WEDNESDAY, SEPTEMBER 21, 2011

VOLUME 08 / ISSUE 19

IN THIS ISSUE

LEARJET, CHALLENGER AND GLOBAL SERIES

Come and visit Bombardier Customer Services at NBAA 2011

Visit Bombardier Customer Services at the 64th edition of the National Business Aviation Association Conference (NBAA) taking place at the Las Vegas Convention Centre (booth # N6000) October 10-12, 2011.

As part of Bombardier's commitment to put you first, we are pleased to offer you technical updates tailored for each aircraft platform, a winter operations session, as well as a chance to talk to Bombardier Customer Services executives.

Visit the Bombardier NBAA website for a comprehensive schedule on all technical sessions and networking opportunities.

For more information, please contact Valerie Harvey at Valerie.Harvey@aero.bombardier.com.

Safety Standdown 15th Seminar

Bombardier Safety Standdown is celebrating 15 years as the leader in sharing its safety philosophy within the aviation community. The Safety Standdown philosophy revolves around proactive elimination of human error in aviation.

The Safety Standdown seminars started as internal safety training within the company. As the demand for a stronger safety culture grew, so did Safety Standdown's outreach. Safety Standdown seminars expanded into Europe, Latin America, and Asia serving thousands of operators in their search for a safer flight.

The 15th seminar will be held on October 24 – 27 at the Regency Hyatt in Wichita, KS. The seminar is free of cost and is open to all aviation professionals.

There is still time to register. Join us for exhilarating presentations by aviation safety experts, banquet dinner with William Shatner, and hands-on workshops on hot safety topics.

For more information and registration please visit our new, more dynamic website at http://safetystanddown.com.

Advanced MSG-3 Training for Maintenance Program Development

From October 25 to October 28, 2011, in Valencia, Spain

Overview
This four-day course will provide participants with a complete and comprehensive understanding of MSG-3 analysis methodology. Specifically, attendees will gain an excellent understanding of the application of MSG-3 in the development of new scheduled maintenance programs or the revision of existing programs.

In addition to learning this valuable analytical tool, this course provides a blend of presentations and workshops aimed at stimulating audience interest and involvement. Upon completion of this course, attendees will have developed a working knowledge of logic decisions and analysis techniques used in MSG-3 and will receive a Bombardier-approved training completion certificate.

Topics
Introduction to MSG-3, including definitions, objectives and evolution
- Comprehensive look at Systems/Powerplant and Structures/Zonal analysis, philosophy and methodologies
- L/HIRF (Lightning/High Intensity Radiated Field) & EZAP (Enhanced Zonal Analysis Program) methodologies
- An overview of the emerging changes to MSG-3 analysis methods

Who should attend?
This course has been developed so that anyone who works on maintenance programs developed using MSG-3 philosophy will benefit from taking it (not restricted to Bombardier aircraft). Specifically, this course is targeted to:
- Maintenance planners, reliability engineers or technical specialists
- Regulatory authorities (FAA, EASA, TC) who approve or control an MSG-3 derived maintenance programs
- Consultants, contractors or vendors who support maintenance program development

Price: $2,150.00 USD

Registration details
Contact Davy Ip (+1-416-373-5129 or davy.ip@aero.bombardier.com) for more information. Space is limited, and students must provide a Purchase Order (P.O.) Number or Credit Card to register.

LEARJET SERIES

Solid-State Data Transfer Unit Service Bulletin – ATA 34

Effectivity: 60-002 – 60-292, 60-295 – 60-306, 60-308 – 60-318

Universal Avionics has discontinued the repair of both the disk-based Data Transfer Unit (DTU) and the Zip drive based DTU-100 due to parts obsolescence. Both units have been replaced with the Solid-State Data Transfer Unit (SSDTU), which uses either a USB "thumb

drive" or Secure Digital (SD) card for database uploading. The primary benefit of the SSDTU is that it reduces the time required to perform database uploads.

Learjet Service Bulletin 60-34-16, Data Transfer Unit Upgrade to Solid State Data Transfer Unit, is available to customers wishing to install the SSDTU. There are two configurations in the Service Bulletin, the -801 and -802 kits. The -801 kit is designed for aircraft wired with Ethernet between the DTU and the FMS units. Aircraft with the UNS-1C+, UNS-1E and UNS-1Ew are wired for Ethernet. These aircraft require the replacement of the aircraft P2 connector at the SSDTU; however, no additional wiring is required. The -802 kit is for aircraft without Ethernet wiring. For these aircraft, it is simply a matter of removing the existing DTU and plugging in the new SSDTU. For non-Ethernet wired aircraft, the P2 connector is not used.

Please contact your Field Service Representative or your Regional Manager for more information or to schedule installation of this modification.

CHALLENGER SERIES

Challenger 600 Series: Windshield Leak Prevention

During a windshield change, operators and maintenance personnel are reminded to ensure that the bolt line seals are in good condition and that the sealing plates are correctly positioned prior to the installation of the centre post and capping plates.

Air leaks and subsequent whistling can result in unnecessary downtime and possibly an unwanted removal and replacement of the windshield in order to repair any torn seals.

During final installation of the capping plates, ensure the holes align properly with the seal and the aircraft structure. If misaligned, the seal can get pinched and tear during bolt installation. Keep the seal in place by bonding both seals together on the centre line as per the Aircraft Maintenance Manual requirements. Using a small amount of PRC under the seals to prevent any movement during cap and bolt installation can also help.

Below are comparative images of the area below the windshield lower capping plate. Seal damage is very clear and the sealing plates are missing on the left picture. This aircraft experienced significant air leaks. On the right-hand picture note the position of the sealing plates (indicated by the pencil) and the functional condition of the bolt line seals.

Views looking at lower cap area of windshield (cap removed)

Challenger 800 Series: Parts Supersession List and NEW Bombardier P/N Cross-Reference Search Tool Available on iflybombardier.com

Reference: AOM1275

Bombardier Customer Services and Support, Commercial Aircraft is pleased to announce that the Material Specification Search tool was successfully deployed on iflybombardier.com.

To navigate to the new tool, log into your account and go to: Resources > Engineering Documents > Parts Supersession Cross-Reference List > Related Links > Standards Parts Cross-reference, or click on the link at the bottom of the home page.

CRJ Parts Supersession List (all types): This list provides the user with a listing of CRJ part numbers which have been replaced (superseded) by new part numbers.

REVISION 52 - WITH AMENDEMENT AM-1 THRU AM-4

BM9010.04: 52 - AM-4
PAGE 11 of 366
DATE: 2011-04-07

SUPERSESSION LIST

REA-SON	PART NUMBER SUPERSEDED	ALL D'S	CAGE CODE	DESCRIPTION	PART NUMBER REPLACED BY	D/D	CAGE CODE	DESCRIPTION	REPL CODE	REV ISSD	REMARKS
S	1142005-2		60119	STUD ASSY	B0209051-2		3AB48	STUD ASSY	I	40	
S	1142005-20		60119	STUD ASSY			3AB48	STUD ASSY	I	40	
S	1142005-20S		60119	STUD ASSY			3AB48	STUD ASSY	I	45	
S	1142005-2S		60119	STUD ASSY			3AB48	STUD ASSY	I	45	
S	1142005-3		60119	STUD ASSY			3AB48	STUD ASSY	I	40	
S	1142005-3.5		60119	STUD ASSY	B0209051-3.5		3AB48	STUD ASSY	I	40	
S	1142005-3.5S		60119	STUD ASSY	B0209051-3.5S		3AB48	STUD ASSY	I	40	
S	1142005-3S		60119	STUD ASSY	B0209051-3S		3AB48	STUD ASSY	I	45	
S	1142005-4		60119	STUD ASSY	B0209051-4		3AB48	STUD ASSY	I	40	

INFORMATION ONLY

CRJ Addendum Parts Supersession List (all types): This list provides the user with an alternate listing of CRJ part numbers which have been replaced (superseded) by new part numbers that may not have been found within the primary CRJ Parts Supersession List.

REVISION 51 - AMENDMENT AM-1 THRU AM-2

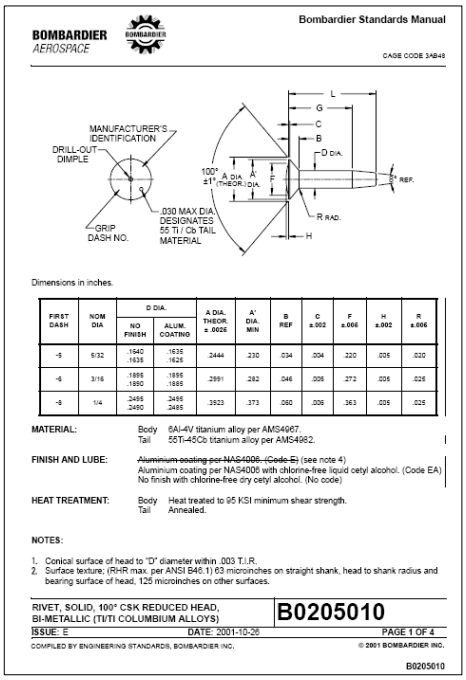
BM9010.04: 51 AM-2
PAGE 1 of 19
DATE: 2010-01-28

SUPERSESSION LIST

REA-SON	PART NUMBER SUPERSEDED	ALL D'S	CAGE CODE	DESCRIPTION	PART NUMBER REPLACED BY	D/D	CAGE CODE	DESCRIPTION	REPL CODE	REV ISSD	REMARKS
S	101-1-B7-250		K0720	BOOT, HT SHRNK	B0816012-04-2-2-0		3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	101-1-G-W24		K0720	BOOT, HT SHRNK	B0816012-04-1-1-0		3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	102-1-B7-250		K0720	BOOT, HT SHRNK	B0816012-05-2-2-0		3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	103-1-B7-250		K0720	BOOT, HT SHRNK	B0816012-06-2-2-0		3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	104-1-G-W24		K0720	BOOT, HT SHRNK	B0816012-01-1-1-0		3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	105-1-B7-250		K0720	BOOT, HT SHRNK			3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	105-1-G-W24		K0720	BOOT, HT SHRNK			3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	106-1-B7-250		K0720	BOOT, HT SHRNK			3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	106-1-G-W24		K0720	BOOT, HT SHRNK	B0816012-03-1-1-0		3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	118-1-B7-250		K0720	BOOT, HT SHRNK	B0816012-08-2-2-0		3AB48	BOOT, HT SHRNK	I	AM-1 2009-11-27	
S	12100PA10		08199	K-SEAL	AP32000P10G11		01673	K-SEAL	III	AM-2 2010-01-14	
S	12100PA12		08199	K-SEAL	AP32000P12G11		01673	K-SEAL	III	AM-2 2010-01-14	
S	12100PA3		08199	K-SEAL	AP32000P03G11		01673	K-SEAL	III	AM-2 2010-01-14	
S	12100PA4		08199	K-SEAL	AP32000P04G11		01673	K-SEAL	III	AM-2 2010-01-14	
S	12100PA5		08199	K-SEAL	AP32000P05G11		01673	K-SEAL	III	AM-2 2010-01-14	

INFORMATION ONLY

CRJ Standard Parts Cross-Reference List (all types): This list provides the user with an alternate cross-reference listing of CRJ "B" (Bombardier) part numbers to the approved manufacturer(s) and/or standards part number. After the search a new window will open with a list corresponding to the search with a small picture, the P/N and a brief description. Click on the desired P/N; the search tool will open to the corresponding standard manual.



Challenger 800 Series: Bombardier CRJ Series Winterization ISAR 2011-08

The yearly edition of the Winterization ISAR was released August 31, 2011. It is primarily dedicated to subjects concerning cold weather operations and is intended to benefit operators in preparation for the cold season.

We encourage all operators to review the ISAR and implement the recommendations as necessary.

The ISAR is located on the password-protected section of the iflybombardier.com website under Resources > Service Documents > In-Service Activity Report (ISAR).

GLOBAL SERIES

Fuel Wing Transfer after Aircraft Shutdown

This article is to describe a fuel imbalance condition that was reported by some operators and procedure to observe before turning aircraft power OFF.

In the automatic wing transfer mode, if the difference in the fuel quantity between the left and the right wing is greater than 400 lbs (on the ground) the FMQGC shall command the appropriate DC Aux pump to start and open the wing transfer SOV on the heavy side of the aircraft. Once the fuel quantities of both wings have the same reading (+/- 50 Lbs) the FMQGC shall turn off the applicable DC Aux pump and close the Wing transfer SOV by sending a 28V close command.

The typical scenario reported by operators is the following: aircraft is on the ramp with an automatic fuel transfer in progress. The power is suddenly turned off by crew or maintenance personnel, resulting in loss of power; the DC Aux pump stops, but the applicable wing transfer SOV stays in open position, missing the 28V close command from the FMQGC. Aircraft sits on the ramp for several hours, with fuel migrating from high fuel wing to low fuel wing. This issue could be aggravated if the aircraft is parked on an unlevelled surface.

In an effort to reduce the risks of having major lateral fuel imbalance observe the following procedure:

- Review the EICAS for any Caution, Advisory and Status messages related to fuel transfer: ← (→) FUEL XFER ON.
- Do not remove (or avoid removing) the aircraft power until the automatic wing-to-wing transfer is completed, therefore when the advisory ← (→) FUEL XFER ON message is no longer displayed.
- Also, if the manual wing-to-wing transfer is initiated, continue the transfer until the wing balance is achieved and set the WING XFER rotary switch to AUTO before removing the aircraft power.
- Finally, on the Fuel Synoptic page; confirm that both WING XFER SOV are closed.

Passenger Door – Noise at Altitude – ATA 52-11-00

The intention of this article is to pass along some guidance that should help prevent or eliminate an offending noise emanating from the passenger door when in flight.

There are several potential sources of the noise:

- Door migrating forward/aft
- Door Seal
- Seal Striker
- Door Drains
- Seal Carrier Tooling Holes

Door Migration
Has the noise only started to occur after recent maintenance? This may help isolate the area of concern particularly if the door was recently removed. We have found that the instructions for adjusting the door's lateral movement are lacking a target float when shimming the forward swan neck hinge. The current guidance is vague, with the shimming operation open to interpretation by the technician. The problem is that once the door is shimmed to adjust the lateral position, either too many shims were added, increasing the friction in the hinge as well as the load on the door's actuator, or insufficient shims are installed, which may not prevent the door from migrating forward or aft in service. A user comment has been submitted to revise the AMM door rigging task to call for a 0.004" float when shimming the door forward swan neck hinge. Note: Proper shimming may also prevent seal striker damage.

Door Seal and Striker
Inspection the door's seal and seal striker. The seal should not have any damage. If the seal's bulb no longer has a "D" shape, the seal may be worn.

The seal striker should be smooth; the joins should not have any high or low spots. Sealant applied between the seal striker joins may shrink over time. Also gouges or nicks in the seal striker may be a source of leakage. Likewise, inclusions in the paint should be smoothed out.

If the seal striker is damaged, it can be repaired I/A/W general REO 700-53-20-356 available via SRPSA to repair damage up to 0.050" deep. The seal striker should be painted with Teflon-filled paint I/A/W SRM Ch 51-01-04 Code X082. This helps the seal slide further past the seal striker, and allows for a better seal. The door seal can also be lubricated with Miller-Stephenson PTFE Release Agent/Dry Lubricant, MS-122 AD I/A/W AMM Task 52-11-37-640-801 (Lubrication of the Passenger Door Seal) which also helps it slip into position better.

Note: If the seal striker is repainted, allow sufficient time for the paint to cure, or it may be tacky, preventing proper seal position and also induce paint transfer to the seal.

The AMM door seal installation task 52-11-37-400-801 calls for a contact test to ensure the seal is making full contact on the seal striker. Should the seal not make full contact, the seal retainer may need to be loosened in the area not making contact and the seal adjusted accordingly*. If this does not sufficiently improve sealing, the door seal may also be back-filled or gap-sealed I/A/W SPM 51-23-00-390-808.

Door Drains
If you are troubleshooting a noise which only occurs at higher cabin differential pressures, it could be a dirty or malfunctioning door drain.

There are six drains on the door: two at the top of the open door, and four across the lower skin off a closed door. These drains use a rubber flap which seals the drain when the cabin pressure gets above 6 PSI *.

Inspect the drains to ensure the rubber flap is not missing or cracked. Also look for paint overspray or foreign object damage that will prevent the rubber flap from sealing.

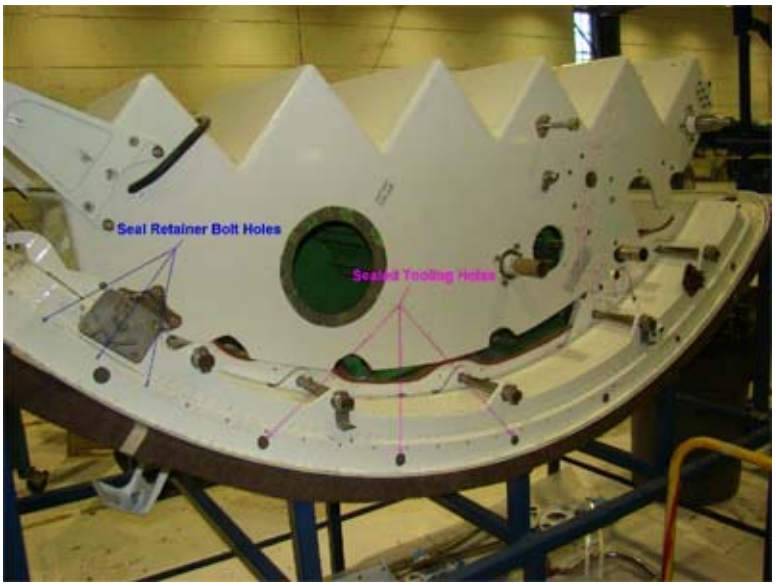
If these drains are suspect, they may be temporarily sealed for evaluation purposes with aluminum tape *. Unfortunately, access to the flaps is difficult; a SRPSA may be submitted seeking authorization to seal the offending drain(s) until an appropriate down-time for repair.

* A user comment has been submitted to add this information to the door seal installation task.

Seal Carrier Tooling Holes

The door's seal carrier panels have tooling holes which were sealed during manufacture or completion. There are seven tooling holes on each side carrier, three tooling holes on the bottom seal carrier and two tooling holes on the top seal carrier. These tooling holes are covered by the door seal. The sealant sealing these holes could potentially be removed when replacing a door seal. It is also possible that they were not sealed during production. If not sealed, these tooling holes could also be a source of a pressurization leak.

A request for change has been submitted to seal these holes during stage two manufacture of the door.



CHALLENGER AND GLOBAL SERIES

Challenger 600 Series, Challenger 300 and Global: RVSM Height Monitoring Requirements in North America – ATA 34

The FAA has mandated that RVSM-capable aircraft are required to perform a height monitoring check every two years or 1000 flight hours, whichever occurs later.

The number of airplane that needs to perform the height monitoring check for each operator will depend on its airplane group approved category. If an operator aircraft fleet model consists of a single airplane, monitoring of that airplane shall be accomplished within the specified period. As an example an operator with a fleet of aircraft, like a Challenger 605, which is category 1, will require that two airframes from its fleet be monitored.

For more information regarding the FAA requirements and category Table please refer to the following website: http://www.faa.gov/about/office_org/headquarters_offices/ato/service_units/enroute/rvsm/documentation/#req.

All Challenger and Global fleet aircraft are required to perform the initial monitoring check before November 18, 2012.

RECENT DOCUMENTS

Advisory Wires / Communiqués / Service Letters / All Operator Messages**

Click here to view all the Advisory Wires / Communiqués.

***** Applicable only for **Challenger 800 Series** (Challenger 850, Special Edition, Corporate Shuttles, CRJ Conversions) – Go to iflyBombardier.com to view Service Letters (SL) / All Operator Messages (AOM).

Challenger Series

Date of issue	Number	Revision	Subject
Sept. 6	AOM 1307	Rev. NC	Challenger 800 Series: CL-600-2B19 incident Baton Rouge (BTR)
Sept. 14	AW300-34-0139	Rev. 2	Challenger 300: Loss of GPS Signal in Flight
Sept. 15	AW800-71-0007	-	Challenger 800 Series: Engine Inlet Vortex Noise
Sept. 15	AOM 1308	Rev. NC	Challenger 800 Series: Global AMOC FAA AD 2011-18-08, for the repair of IDG cables per REO 601R-24-21-004A
Sept. 16	AW600-24-2376	Rev. 1	Challenger 604/605: Airworthiness Directive – Dry Air Driven Generator (ADG) – Generator Control Unit (GCU) - Part Number Change
Sept. 16	AOM 1309	-	Challenger 800 Series: Global AMOC FAA AD 2010-22-02 that allows operators to use AFM TR RJ/186-2 with revised released date in lieu of RJ/186-1
Sept. 16	AOM 1310	-	Challenger 800 Series: Interruption of Bombardier internal servers
Sept. 19	AOM 1311	-	Challenger 800 Series: Issues relating to Digital Data Navigator V1.3
Sept. 20	AW600-56-2350	Rev. 1	Challenger 600 Series: Relief for Windshield Face-Ply Damage

Global Series

Date of issue	Number	Revision	Subject
Sept. 16	AW700-24-0313	Rev. 17	Variable Frequency Generator (VFG) – Rotor Diode Failures investigation

Service Bulletins

Click here to view all the Service Bulletins.

NEW You can now view the Challenger 800 Series (Challenger 850, Special Edition, Corporate Shuttles, CRJ Conversions) Service Bulletins from the CIC.

Learjet Series

Date of issue	Number	Revision	Subject
Sept. 6	SB60-34-16	Basic	Navigation - Data Transfer Unit Upgrade to Solid State Data Transfer Unit
Sept. 6	SB60-27-5	Rev. 4	Flight Controls - Replacement of Aileron Assembly
Sept. 12	SB35-30-2	Rev. 1	Ice and Rain Protection - Wing Leading Edge Anti-Ice Duct Insulation Improvement
Sept. 12	SB35/36-31-3	Rev. 2	Indicating/Recording System - Installation of Cabin Altitude Warning System (Aircraft Without Auto Emergency Air)
Sept. 12	SB60-25-28	Basic	Equipment And Furnishings - Modification Of The Emergency Exit/Baggage Door Lower Trim
Sept. 19	SB35/36-27-40	Rev. 6	Flight Controls - Inspection/Installation of Flap Structure Components
Sept. 19	SB40-71-03; SB45-71-6	Rev. 1	Powerplant - Installation of Starter/Generator Exhaust Scupper

Challenger Series

Date of issue	Number	Revision	Subject
Sept. 6	100-24-19	Basic	Special Check/Rework – Electrical Power – Inspection and Torquing if Required of Loose Power Cables on the DC Power Center (DCPC) System, the Auxiliary DC Power Center (Aux DCPC) System, the Secondary Power Center (SPC)

			System and the Circuit Breaker Panel (CBP)
Sept. 7	00 - SB Commercial Summaries (Challenger 800 Series)	Rev. 17	SB Commercial Summaries for CRJ100/200/440
Sept. 7	601R-29-034	Rev. C	Hydraulic Power - Hydraulic System No.3 - Installation in a New Location of the New Accumulator and the Nitrogen Pressure Gauge of Hydraulic System No.3
Sept. 9	100-33-05	Rev. 1	Modification – Navigation Light – Replacement of the Halogen Navigation Lights with LED Units
Sept. 12	600-0751; 601-0615; 604-49-011	Basic	Special Check/Modification – Auxiliary Power Unit (APU) Engine Oil System – Replacement of the APU Oil Filter Element
Sept. 12	605-44-005	Rev. 2	Modification. – Cabin Electronic System (CES) – Eliminate Freeze Up of the Cockpit Touch Screen Equipment (CTSE) During Generator Switching
Sept. 15	605-00-001	Rev. 5	Service Bulletin Index
Sept. 15	800-00-004	-	Commercial Policy and Logistics for Recommended Service Bulletins
Sept. 16	601R-23-073 (Challenger 800 Series)	Rev. A	Communications - Voice Recorder System - Installation of the Recorder Independent Power Supply (RIPS) for the Cockpit Voice Recorder (CVR)
Sept. 19	604-53-012	Rev. 2	Special Check/Modification - Aft Fuselage - Inspection of the Saddle Tank Shroud Assembly Roof and Application of Corrosion Inhibiting Compound
Sept. 19	605-53-002	Rev. 1	Special Check/Modification – Aft Fuselage – Inspection of the Saddle Tank Shroud Assembly Roof and Application of Corrosion Inhibiting Compound

Global Series

Date of issue	Number	Revision	Subject
Sept. 12	700-49-015; 700-1A11-49-003	Basic	Modification – Indicating – Auxiliary Power Unit (APU) Exhaust-Gas Temperature Sensor Upgrade to Part Number WE3876352-2 With Serial Number 50413-1000204 or Above
Sept. 15	700-24-077; 700-1A11-24-016	Rev. 1	Modification – Main Generator Oil System – Introduction of New Variable Frequency Generator Filter Element

Vendor Service Bulletin cover letters

Click here to reach the Service Bulletins menu and navigate to "By Vendor". Issued on September 15:

Challenger 300..... CH300-SEP/11-001

Challenger 600 Series..... CH601-SEP/11-001; CH604-SEP/11-001; CH605-SEP/11-001

Global Series..... GX-SEP/11-001; G5000-SEP/11-001

CALENDAR OF EVENTS

Date	Event	Location
September 22	Amsterdam Service Centre Customer Round Table	Frankfurt, Germany
September 22	Wichita Service Centre Customer Round Table	Wichita, KS, USA
October 3	Winter Operations Safety Forum	Hong Kong, China
October 5 – 6	Challenger 300 Advisory Committee	Montréal, Canada
October 6	Winter Operations Safety Forum	Beijing, China
October 10 – 12	NBAA 2011	Las Vegas, NV, USA
October 11	Service Centre Update / Round Table (NBAA)	Las Vegas, NV, USA
October 19	Hartford Service Centre Customer Round Table	Hartford, CT, USA
October 19	Ft. Lauderdale Service Centre Customer Round Table	Atlanta, GA, USA
October 24 – 27	Safety Standdown USA	Wichita, KS, USA
October 25 – 27	Global Series Advisory Committee	Toronto, Canada
October 25 – 28	Advanced MSG-3 Training for Maintenance Program Development	Valencia, Spain
November 2	Hartford Service Centre Customer Round Table	Hartford, CT, USA
November 8	Amsterdam Service Centre Customer Round Table	Madrid, Spain
November 9 – 10	Challenger 800 Series Advisory Committee	Montréal, Canada
November 13 – 17	Dubai Air Show	Dubai, UAE
November 17	Ft. Lauderdale Service Centre Customer Round Table	Charlotte, NC, USA

Note: To check the schedule and availability of Bombardier technical training, please visit our Bombardier Aircraft Training website.