

ADVISORY WIRE

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REFERENCE NO:	AW700-23-0600	INFORMATION TYPE:	Operational
ATA:	23-23	EFFECTIVITY:	Global Express / XRS (9002 - 9312, 9314 - 9380, 9384 - 9429)
SUBJECT:	"NEW MESSAGE AVAIL" alerting message on the FMS CDU scratchpad		Global 5000 (9127 to 9383, 9389 to 9400, 9404 to 9431 and 9998)

1. REFERENCES:

- 1.1. Honeywell D201203000019-r004: Flight Management System (FMS) for the Bombardier Global Express/5000/XRS Software Version NZ6.1 Pilot's Guide, Batch 3.0 through Batch 3.3, dated June 2016 or later revision

Available in the Honeywell website under Services > Technical Publications:
(<https://myaerospace.honeywell.com>)

2. INTRODUCTION:

This Advisory Wire is to clarify the logic behind the display of "NEW MESSAGE AVAIL" alerting message on the FMS (Flight Management System) Control Display Unit (CDU) scratchpad.

3. DESCRIPTION:

Some operators reported that the FMS CDU does not always annunciate and advise that a new Datalink message has been received with an associated "NEW MESSAGE AVAIL" on the FMS CDU scratchpads.

The impact on the operation is most notable when the crew expects to receive an Oceanic Clearance notification which offers the possibility to review and acknowledge the clearance within a specific allocated time.

Basically, when a new Datalink message is received, the FMS generates a "NEW MESSAGE AVAIL" alerting message on a CDU scratchpad and illuminates the message annunciator "MSG" on the top of the CDU. In addition, it triggers the amber MSG annunciator on the primary flight display to notify the pilot that there is a scratchpad message on the CDU. Refer to message list and definition in Honeywell Pilot's Guide (Ref. 1.1).

However, the above will not occur, if the Datalink uplink message log contains unread message(s) in the queue. In this case, any new message received will not trigger the "NEW MESSAGE AVAIL", even if the message was previously cleared from the scratchpad using the "CLR" key, until all Datalink messages uplink are reviewed/ read by the crew.

In addition to the scratchpad message, an associated "NEW MSG" advisory message is displayed on Datalink pages and selection of line select key 4R while the "NEW MSG" advisory is displayed, shall result in the

display of the DETAILED MSG Page associated with the most recently received uplink message. The “NEW MSG” will only clear once all unread messages in the Datalink “RCVD MSGS” list page have been reviewed.

In summary, the FMS is designed to operate as follows:

- “NEW MESSAGE AVAIL” is triggered on the first new message
- Subsequent messages do not trigger “NEW MESSAGE AVAIL” if an unread message exists
- Once all unread messages are reviewed, the FMS will announce a newly received message
- If a message is not read, any newly received message will not trigger the “NEW MESSAGE AVAIL” message

Honeywell confirmed that the intent of this logic is to avoid distraction for the crew for every subsequent new message received.

4. ACTION:

Operators should be familiar with information contained in this Advisory Wire. Although all new messages are properly received and stored in the message log, the crew will not receive the notification of newer messages, unless previously received were read.

Therefore, it is a good practice to read or open uplink message as they come in. Ensure there is no message(s) displayed in amber on Datalink menu in the received message list page “RCVD MSGS” and clear message from the FMS CDU scratchpad using the “CLR” key.

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