

Advisory Wire

REFERENCE NO:	AW700-23-0646	INFORMATION TYPE:	Maintenance Operational
ATA:	23-14	EFFECTIVITY:	Global Express / XRS (9167 - 9312, 9314 - 9380, 9384 - 9429)
SUBJECT:	Rockwell Collins Handsets Obsolescence		Global 5000 (9130 to 9383, 9389 to 9400, 9404 to 9431 and 9998) Global 5000 feat. Vision Flight Deck (9386, 9401, 9445 - 9516) Global 6000 (9313, 9381, 9432 - 9518)

1. REFERENCES:

- 1.1. Rockwell Collins Service Information Letter - [Sigma 7 Phones-17-1](#) - End of Support for Sigma 7 Phones - November 8, 2017
- 1.2. Rockwell Collins Service Information Letter - [JetPhone-17-2](#) - End of Support for Select Jet Phones - November 10, 2017
- 1.3. Rockwell Collins Service Information Letter - [Sigma 7 Phones-17-2](#) - Sale of Sigma 7 Phones - January 24, 2018
- 1.4. Rockwell Collins Service Information Letter - [ePhone-17-1](#) - Sale of ePhone - January 26, 2018
- 1.5. Rockwell Collins Service Information Letter - [JetPhone-17-3](#) - Sale of JetPhone - January 26, 2018
- 1.6. Rockwell Collins Service Information Letter - [Handset SIL 16-1](#) - Policy Change for Repair and Overhaul - May 26, 2016

2. INTRODUCTION:

This Advisory Wire is to inform operators of an obsolescence affecting multiple Rockwell Collins handsets (Ref. 1.1 & 1.2) and the sale of the Sigma 7, JetPhone and ePhone product lines to Extant Aerospace (Ref. 1.3, 1.4 & 1.5).

3. DESCRIPTION:

Rockwell Collins has released Service Information Letter (SIL) Sigma 7 Phones-17-1 (Ref.1.1) and SIL JetPhone-17-2 (Ref. 1.2) outlining Sigma 7 and JetPhone products affected by an obsolescence. The affected products were no longer repaired by Rockwell Collins since 2016 (Ref. 1.6) and are no longer procurable after the end of support dates indicated in the SILs.

Rockwell Collins also announced (Ref. 1.3, 1.4 & 1.5) that the remaining handset lines have been sold to Extant Aerospace.

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4. ACTION:

Effective February 10, 2018, customers seeking information related to the purchase, repair or technical support of the formerly Rockwell Collins handsets product line should contact Extant Aerospace directly.

Extant Aerospace

+1-321-254-1500

24/7 Customer Support: 1-888-327-7994

customerservice@extantaerospace.com

Operators equipped with the Sigma 7 or JetPhone handsets affected by the obsolescence (ref 1.1 & 1.2) are advised to contact their Bombardier Regional Manager regarding available upgrades for their cabin phone system in order to maintain un-interrupted system functionality.

Should you experience other discrepancies with the phone system, please contact your local Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC).