

# ADVISORY WIRE

## AW700-27-0275, Rev.2

**DATE:** August 4, 2010

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**FROM:** BOMBARDIER CUSTOMER SERVICES BUSINESS AIRCRAFT

### ADVISORY WIRE

**REFERENCE NO:** AW700-27-0275 Rev2

**SUBJECT:** "STALL PROTECT FAIL" Nuisance CAS Message

**EFFECTIVITY:** Global XRS aircraft (9281to 9312, 9314 to 9380, 9382 to 9393 and 9395)  
Global 5000 aircraft (9281 to 9385 and 9387 to 9395)

**ATA:** 27-32

**This Advisory Wire contains Operational and Maintenance Information**

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### 1.0 REFERENCES:

- 1.1 Service Bulletin 700-27-071 and 700-1A11-27-029  
(June 2010)-Introduction of the new Stall Protection Computer -  
Part. No. GH582-3001-17 or -19.
- 1.2 SMARTFIX™ Plus troubleshooting tool.

### 2.0 INTRODUCTION:

This Advisory Wire, Rev 2 is to inform Operators on the new Retrofit Campaign for the -13 and -15 STALL PROTECTION COMPUTER (SPC) that has been launched via Service Bulletin.(ref 1.1)

### 3.0 DESCRIPTION:

As previously communicated, the SPC (GH582-3001-13 for XRS and GH582-3001-15 for G5000) were introduced at aircraft serial number 9281 to address part obsolescence issues related to internal circuit card assemblies. A "STALL PROTECT FAIL " and "SHAKER 1 FAIL" or "SHAKER 2 FAIL" CAS messages can be sporadically posted at the initial SPC power-up or at the end of the Stall Warning System Pilot Activated Test (PAT) performed on the EMS CDU. The condition can be cleared by resetting the power on the SPC or reactivating the PAT.

The root cause of the issue has been identified as a failure of the ARINC 429 Loopback Test attributed to a specific ARINC Chip buffer not being cleared prior to running the self test. This condition occurs randomly depending on the timing of the Loopback 429 test with respect to incoming ARINC data from other sources.

The new SPC (GH582-3001-17 for XRS and GH582-3001-19 for G5000) contains nine lines of codes added to clear the ARINC receiver buffer before proceeding with the Loopback 429 Test.

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### 4.0 ACTION:

The new -17/-19 SPCs are now available via Service Bulletins. (Ref 1.1)  
To ensure a timely and effective upgrade program, advanced scheduling of the Service bulletin is required. For part availability and to schedule your aircraft, please contact your Regional Manager.

Take note that, as specified in the Service Bulletins (Ref 1.1), in case the -17/-19 SPC is not available, the -9/-11 SPC is a fully interchangeable part and may be installed as acceptable alternate.

While awaiting the implementation of the Service Bulletin (Ref 1.1), Bombardier recommends the following procedure to avoid unnecessary SPC removals:

- If the "STALL PROTECT FAIL" "SHAKER 1 FAIL" or "SHAKER 2 FAIL" messages appear after SPC power up, reset the SPC circuit breakers "SPC CH A" and "SPC CH B" on the EMS CDU.
- If the message appears following a PAT, perform another PAT.

If the listed CAS messages do not clear after performing the steps above, troubleshooting should be performed in accordance with the SMARTFIX™ Plus troubleshooting tool (Ref 1.2), available in the password-protected area of the CIC website. ([www.cic.bombardier.com](http://www.cic.bombardier.com)) Please note that a valid subscription with our technical Publications department is required to access the SMARTFIX utility.