

Advisory Wire

REFERENCE NO:	AW700-44-0626 Rev 1	INFORMATION TYPE:	Maintenance Operational
ATA:	44-11	EFFECTIVITY:	Global 5000 feat. Vision Flight Deck (9719- 9997) Global 6000 (9709-9997)
SUBJECT:	VENUE Cabin Management System Intermittent Switch Panel Inoperative		

1. REFERENCES:

- 1.1. SERVICE BULLETIN [VENUE-44-18](#) GLOBAL VENUE CABIN MANAGEMENT SYSTEM (VCMS) 9.7.3 - 523-0825096
- 1.2. [700-44-RAZ049](#) Cabin Management System - Software Update

2. INTRODUCTION:

Revision 1 of this Advisory Wire (AW) is to inform operators that Rockwell Collins released the Service Bulletin 523-0825096 (Ref 1.1). The update to the Venue Cabin Management System (CMS) Loadable Software Package (LSP) will prevent the Relay Drive Equipment (RDE) from becoming unresponsive to Switch Panel Equipment (SPE) and discrete input commands.

3. DESCRIPTION:

Some operators have recently reported a condition where the cabin lights (wash light, reading and table), call button or the cabin door electrical release selection did not function from their associated SPE. Further verification confirmed that none of the SPE's, associated to a same RDE responded to passenger input. No SPE or RDE fault message is posted on the Galley Touch Screen Equipment (GTSE) when this condition occurs.

Among many other functions, each RDE provides power to the cabin reading lights, table lights, wardrobe lights, lavatory dome light and to the cabin pocket door electric released latch. The control of these items is integrated in the CMS system throughout the GTSE, the switch panels, and the wireless Passenger Control Units (WPCU).

When this condition happens, all cabin controls remain available via the GTSE or WPCU.

4. ACTION:

Bombardier recommends operators to upgrade Venue CMS LSP 9.7.3 at the earliest convenient time.

Bombardier would like to remind operators that our Service Engineering team created a self-contained free package that provides all necessary instructions to perform the modification for the CMS. The package "Cabin Management System - Software Update" [700-44-RAZ049](#) (Ref 1.2) is available on the Bombardier Customer Portal. The documents included in that package can be used to provide a quick and cost effective means of expediting improvements/modifications for aircraft in service.

Customer Services

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| Should you have any queries pertaining to this AW, please contact your Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC 24/7) team.