

Advisory Wire

REFERENCE NO: AW700-56-0932 Rev 01

ATA: 56-10

EFFECTIVITY:

Express / XRS
Global 5000
Global 5000 GVFD
Global 6000
Global 5500
Global 6500

SUBJECT: Windshield Care and Troubleshooting

1. REFERENCES:

- 1.1 CMM 56-10-01 - Global Express PPG Glass Faceply Windshield
- 1.2 AMM TASK 56-10-01-220-801 - Detailed Inspection of the Windshield/Side Window Aerodynamic Seal
- 1.3 AMM TASK 56-10-01-390-801 - Repair of the Windshield Aerodynamic Seals
- 1.4 AFM 07-33 - Supplement 33 / Operation with a Cracked Windshield Faceply
- 1.5 SRM 56-10-01-02-001 - Pilot/Co-Pilot Glass Faceply Windshield – Repair SRM-001
- 1.6 AIPC 56-10-01 Aircraft Illustrated Part Catalog / Windshield

2. INTRODUCTION:

This Advisory Wire (AW) revision is to provide the Global Aircraft community with the latest updates on the transparencies supply challenge as well as information on the improved windshield. This AW also contains best practices in order to increase service longevity, avoid premature removal and ensure proper information is provided when ordering a replacement windshield or side window, so the order can be appropriately prioritized by Bombardier Parts Services.

3. DESCRIPTION:

3.1. Mitigation and increased production capacity

Many initiatives have been put in place by both Bombardier and its supplier to address the ongoing supply challenge. On Bombardier front, a rigorous governance has been established to manage transparencies order priorities hence the need to follow ordering instructions in section 3.6. On the supplier's end, significant investments have been engaged to increase production capacity. Combined with various process improvements those investments will allow for more parts to be made available progressively throughout 2025 and subsequent years.

Advisory Wire

3.2. New Global Windshield

Bombardier would also like to inform operators of the availability of the new Global Windshield P/N GC331-0001-15 & -16 (Ref. 1.6), which introduces the following improvements:

- Substitute existing Glass Faceply with one made of a more durable material (Herculite® II).
- Add Z-retainer all around the glass to better protect against moisture ingress and subsequent delamination.
- Improve robustness of the temperature sensor design
- Better P-static tab installation and bushing design

3.3. Recommended Operation/Maintenance Practices

Operation:

- Always clean the transparencies of any ice or snow before powering up the Windshield Temperature Controller (WTC).
- Avoid contacting the transparencies inner surface with hard material.
- Use the windshield covers GSE 56X-10-01 when parking outside for a long period (long term parking) or during short term parking in harsh region and where there is dense traffic.

Maintenance:

- Aerodynamic seal should be inspected per AMM TASK (ref 1.2) and repair per AMM TASK (ref 1.3) every 750 Hrs / 15 Months as recommended in MPD Optional Maintenance (Section 3.2)
- Use only approved tools that do not scratch the surface of the windshield or the windows. Sharp objects can cause damage to the glass and acrylic surfaces.
- Use only approved cleaning agents. Toluene and other petroleum solvents can cause crazing damage to the acrylic surface (i.e. side windows and inner face of windshield).
- Do not rub a window with a dry cloth.

Advisory Wire

3.4. Troubleshooting Hints & Tips

Faceply Cracking

- Aircraft could be dispatch in accordance with AFM Supplement 33 (ref 1.4)
 - See AFM for conditions and limitations.
 - Refer to SRM repair (ref 1.5).
- Windshield replacement is needed.

Delamination

- Refer to CMM (ref 1.1) for allowable limits.
- Windshield replacement is needed when delamination is extending beyond a peripheral 2.0" limit measured from the humpseal edge.

Note: Temporary disposition (REO) can be obtained via SRPSA to allow for limited fly-on.
- Repairing (ref 1.3) the damaged humpseal located next to a delaminated area will limit the moisture ingress and mitigate delamination progression.

L/R WSHLD Heat Fail CAS Messages

Follow Smartfix Plus troubleshooting recommendations for OMS/CAIMS messages.

WSHLD HEATER If heater resistance is out of range, windshield replacement is needed.
Aircraft can be dispatch for 10 days under MMEL 30-41-01.

WSHLD SENSOR If temperature sensor resistance is out of range, connect spare temperature sensor per AMM TASK 30-41-07-960-801.
If no spare sensor left, windshield replacement is needed.
Aircraft can be dispatch for 10 days under MMEL 30-41-01.

WTC Windshield replacement not required for WTC failure.

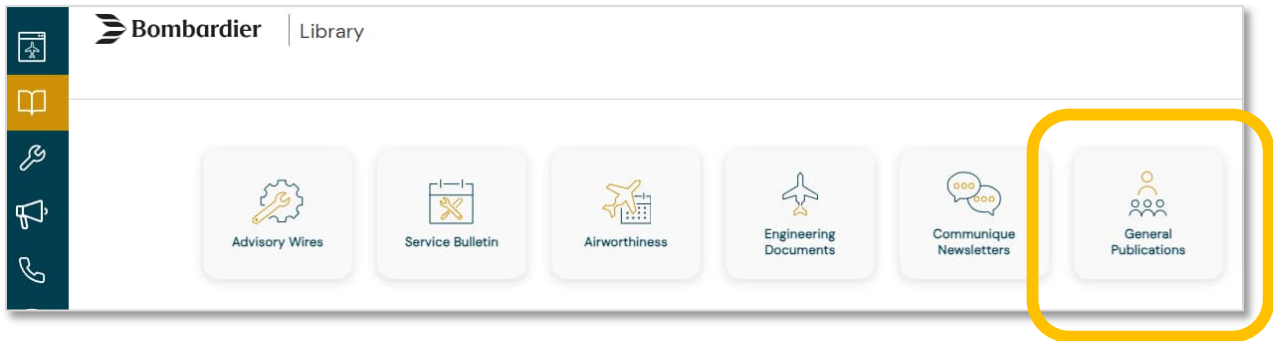
Note: The above is for reference only, consults applicable documents for details




Advisory Wire

3.5. Windshield and Side Window Booklet

As an additional resource, the **Windshield and Side Window Inspection Guidelines** can assist operators and maintenance personnel in identifying the various windshield/side window discrepancies that can be observed on the specific product line equipped with structurally loaded acrylic transparencies not only for Global Aircraft but for Challenger 600 series and some Learjet.

- This Booklet is available on myBombardier in Library – General Publications



BOMBARDIER			Windshield and Side Window Inspection Guidelines
CL 600 series	Global	Learjet	
	Windshield and Side Window Inspection Guidelines		
	<ul style="list-style-type: none">➤ Challenger 600, 601, 604, 605, 650➤ Global Express, XRS, 5000, 5000 GVFD, 6000, 5500, 6500➤ Learjet 40, 45, 70, 75		
	<p>The data and images contained herein were developed and assembled to provide troubleshooting guidance for Bombardier business aircraft. The information contained herein is used at your sole risk and responsibility. Information contained herein is subject to change without notice. Always consult the Maintenance Manuals when performing any maintenance or repairs on the aircraft as the information contained herein is not intended as a substitute for the use of the Aircraft Maintenance Manual, Illustrated Parts Catalog or Wiring Manual.</p>		
April 2021			

Advisory Wire

3.6. Parts Ordering

Make sure to provide the following information when placing an order, to ensure appropriate prioritization by the Bombardier's Parts Services team:

-
- Clear explanation of the situation and the expected aircraft RTS date

 - Is the aircraft still flying? Is it currently operating under MMEL / SRM?

 - If the order is due to **delamination**, **crack** or any other **anomalies**, provide:
 - Clear pictures with precise dimensions of the anomaly and its location

 - If the order is due to **Heat Fail CAS messages**, provide:
 - Clear pictures of any visible anomalies.
 - OMS/CAIMS fault code (if applicable)
 - All temperature sensors set resistance
 - Heater element resistance
 - For cases of P-static tab failure, advise on the condition of the remaining two tabs

!!! Follow Smartfix Plus troubleshooting recommendations before placing an order !!!

4. ACTION:

Owners and operators are invited to review this AW and make use of this guidance along with referenced maintenance manual (CMM, AMM, AFM, SRM, etc.) when operating or troubleshooting Windshield and Side window discrepancies. Note that the maintenance manuals procedures take precedence over this AW guidance and must be complied with at all times.

Should you have any question, please contact your FSR or the Customer Response Center (CRC).