



Customer FORUM & Newsletter

WEDNESDAY, OCTOBER 07TH, 2008

VOLUME 5 / ISSUE 20

LEARJET, CHALLENGER, AND GLOBAL SERIES CUSTOMERS

NEW! Online Services for Warranty Claims and Material Return Authorizations

In an effort to help streamline the administrative aspects of aircraft ownership for our customers, we're pleased to offer new online services for warranty claims and material return authorizations (MRA).

Through these online services you can conveniently track the status of returns and warranty claims, as well as saving, storing and printing information online via the CIC website (<http://www.cic.bombardier.com>). In addition, your data is kept secure and organized in a central location that you can access from anywhere in the world via the internet.

Online MRA - Features and Benefits

- Visibility of all open returns along with duration since Exchange part or Return Unused MRA was issued
- MRA forms (Core and Return Unused) can now be completed, submitted, processed, printed and tracked online
- Real-time information will be available via a direct interface with our SAP system, which will instantly update your account

Material Return Authorizations List

Welcome

Note: The buyer will incur late return charges should an Unserviceable Exchange Unit(Core) be received by the seller more than fifteen (15) calendar days for domestic and twenty-one (21) calendar days for shipments crossing international borders after the date on which the seller shipped the serviceable unit.

Customer ID:

| Age | MEA Number | MEA Date | Type | Aircraft | Received Part | Cost | Modified by | Action | Select |
|-----|------------|------------|------|------------|---------------|------|-------------|--------|--------------------------|
| 38d | 1046011-60 | 2008/03/28 | CORE | LEARJET 45 | 90278-2 | 224 | | edit | <input type="checkbox"/> |
| 38d | 1096011-80 | 2008/03/28 | CORE | LEARJET 45 | 90278-2 | 224 | | edit | <input type="checkbox"/> |

Page 1 of 1

Online Warranty - Features and Benefits

- Real-time status updates on all your claims
- Claims can be created, edited, viewed and printed at anytime, anywhere in the world (as long as you have internet access).
- Claim processing time dramatically reduced, which means you get your credit that much faster.

Warranty Claim - List

Welcome YJOBP0100001_gn YJOBP0100001_sn - Bombardier Aerospace

Show:

34 claims found, sorted by **Claim Number**.

| Select | Claim | Reference | Status | Date (yyyy-mm-dd) | Decision | Approved | Last Date to Re-Submit (yyyy-mm-dd) |
|--------------------------|--------------|-----------|-----------|-------------------|----------|----------|-------------------------------------|
| <input type="checkbox"/> | 000010036296 | 111 | Submitted | 2008-02-28 | - | \$0.00 | |
| <input type="checkbox"/> | 000010036297 | 111 | Submitted | 2008-02-28 | - | \$0.00 | |

Warranty Claims and Material Return Authorizations (Cont'd)...

Registering for both services is quick and easy. All you need to do is login to the CIC website and update your account by selecting the "My Profile" link at the top of the page and choosing "Warranty Labour Claim" and/or "Request MRA".

You will receive an approval email notification when your request has been processed, providing instructions on accessing the online service(s) you registered for. You can then access your requested service by proceeding to the Parts and Warranty section and selecting "Online Services" then either "Online Warranty Claims" or "Material Return Authorization" from the sidebar at left. From there you can create, edit and copy new claims and MRAs, as well as delete, print or export comprehensive reports on warranty claims activity.

Demonstrations on these new online services will be provided at NBAA in the Bombardier booth # 4397, Hall B in the Networking Room.

The online warranty and MRA teams are available during regular Bombardier business hours, Monday through Friday, to assist and answer any questions on the program. Don't hesitate to contact them if you have any issues enrolling, submitting or processing a request, or for any additional questions on your account.

To contact the online MRA team with any questions or concerns, please email online.mra.access@aero.bombardier.com.

For any questions on online warranty, please email ba_bbad_online_warranty_access@aero.bombardier.com.

LEARJET 60 HINTS & TIPS APU Troubleshooting - ATA 49

For troubleshooting Learjet 60 APU issues, it is recommended that operators first utilize the BITE box located in the tailcone of the aircraft. It is important to remember that the bite box only retains a fault as long as power is on the aircraft. Once the BITE code is established, SmartFix Plus can be utilized to begin troubleshooting the APU. From the SmartFix Plus main menu select the Learjet 60 aircraft and LRU Faults Next, select the APU. An interactive BITE box will be displayed. Using the mouse select the associated BITE indications present. Again, power must remain on the aircraft until the BITE box code is retrieved. For example, if an Overspeed BITE is present select BITE 2, on the SmartFix Plus interactive BITE box, and follow the troubleshooting steps outlined on the page.

If the troubleshooting steps have been followed and the issue still remains or you have questions regarding troubleshooting, please contact the CRC (Customer Response Center) at 1-866-538-0247 (North America) or 316-946-6100 (Local and International).

LEARJET 20 SERIES

Technical Manual Sets for Learjet 20 Series Aircraft on CIC Website

We would like to advise our Learjet 20 Series customers that they can now access technical manual sets for their aircraft on the CIC website at <http://www.cic.bombardier.com>.

Technical manual sets for the Learjet 20 Series aircraft include the following:

Learjet 20 Series

- Learjet 20/30/55
 - Non-Destructive Inspection Manual
- Learjet 20/30
 - Structural Repair Manual

Learjet 23

- Illustrated Parts Catalog
- Service Manual

Learjet 24

- Illustrated Parts Catalog
- Service Manual (24)
- Service Manual (24 B)
- Service Manual (24 DEF)

Learjet 25

- Illustrated Parts Catalog
- Service Manual (25)
- Maintenance Manual (25 BCDF)
- Wiring Manual (25 BCDF)

Learjet 28 / 29

- Illustrated Parts Catalog
- Maintenance Manual
- Wiring Manual

All revisions to these manuals will be made on each manual's respective revision effective date. Customers with an active CIC account can access the above technical manuals by visiting the CIC website within the Technical Library > Manuals > Maintenance & Flight Manuals > Maintenance and Flight Manuals > for Learjet > Learjet 20 Series Maintenance Manuals.

For any questions concerning Learjet technical manuals on the CIC website, please contact:

Customer Response Center (CRC) Hotline:

International: 1-316-946-6100

Domestic: 1-866-538-0247

FAX: 1-316-946-2580

For ordering manuals or invoicing questions press 4 then 1

CHALLENGER 601/604/605

FAA Proposal to Issue an Immediately Adopt AD for CF34-3 Engines - ATA 72

General Electric has released "CF34 Engine Topic - CF34-06-2008", dated September 24, 2008. The Engine Topic newsletter describes that a new FAA Airworthiness Directive (AD) will require adoption of GE Service Bulletins CF34-AL SB 72-0245, CF34-AL SB 72-0250, CF34-BJ SB 72-0229, CF34-BJ SB 72-0230, CF34-BJ SB 72-0229, CF34-BJ SB 72-0231, CF34-AL SB 73-0046 and CF34-BJ SB 73-0062, which contain the following:

- Inspection and removal of certain fan blades,
- Fan case abradable inspection (or alternate means of compliance) to detect a 360 degree rub that can be the result of a cracked fan blade tang,
- Inspection of the variable geometry aft actuator head hose orientation.

The FAA has not communicated timing of the Immediately Adopt AD. The expectation for publication is sometime within the fourth quarter of 2008.

A copy of the Engine Topic can be obtained by contacting GE Bizjet Ops Center at 1-877-456-5387 or outside the US at 1-513-552-3329.

CHALLENGER 600/601

Top Issue Closure - Landing Gear Side Stay Actuator Repairs

[Challenger 600 Series Advisory Committee Action Item - 32-28-M-027]

One of the mandates of your Challenger 600 Series Advisory Committee is to identify fields, areas or systems where an improvement would benefit all operators and maintainers. Your Advisory Committee requested Bombardier to look at the limited repair capacity of the Main Landing Gear side stay actuator (P/N 104467009, 104467010, 6500) spherical bearing bores.

As a result Messier-Dowty published two Temporary Revisions (TR No. 32-7 and TR No. 32-8) of their CMM 32-30-64 on May 1, 2008. These TRs introduce Repairs No. 8 and 9, which supersede existing repairs No. 4 and 5 respectively:

- Repair No. 8 - Repair the Cylinder at the Spherical Bearing - CRS63-15
- Repair No. 9 - Repair the Eye Bolt at the Spherical Bearing - CRS63-16

The repairs Nos. 8 and 9 allow machining 4 times 0.005", in lieu of 2 times 0.010", extending the life of the actuator cylinder and eye bolt if corrosion is found in the spherical bearing bore.

You can access Messier-Dowty's publication on the CIC Website: <http://www.cic.bombardier.com> > Technical Library > Manuals > Revision Status & Temporary Revisions for Challenger 600 or 601 aircraft > 608 CMM.

CHALLENGER 604/605

New Fuel Quantity Gauging Computer Available

Bombardier Aerospace introduced on September 29 the new improved 736847-16 FQGC for the Challenger 605 fleet through a Service Bulletin campaign 605-28-001 with a dedicated schedule. This enhanced version of FQGC will also be available throughout the fleet of Challenger 604 in January 2009 when the parts availability pool size growth is sufficient to fill the demand in the field.

Should a failure occurs on one of the older versions of FQGC in service, namely the -4,-14 and the -15 and you return your current computer in exchange, Bombardier decided to provide you with an upgraded -16 FQGC unit with all the improvements of the older configurations. Instead of receiving your current configuration dash number when you pay the usual exchange rate cost, you will receive this improved Fuel Quantity Gauging Computer upgrade.

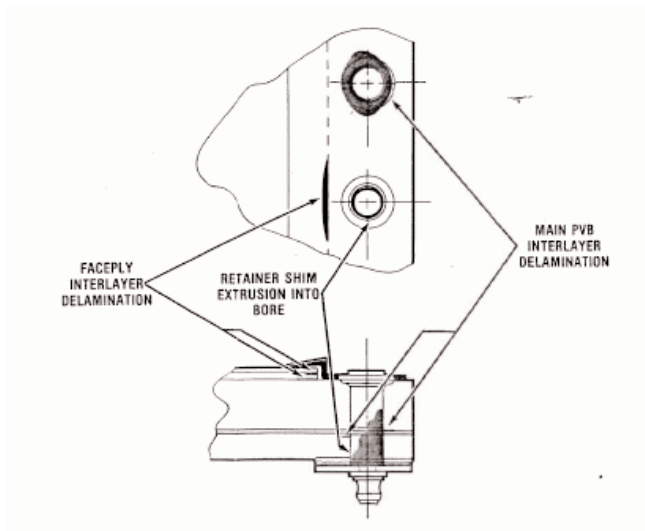
Please note that due to part upgrade rotation time requirements, a limited number of -16 FQGC will be available at the beginning of this campaign for any 604 operator or a 605 operator not listed on the Service Bulletin 605-28-001 requesting a -16 FQGC, until the parts pool available at Bombardier gets upgraded. In these cases, a -4 or -14 FQGC may be sent to fill the need of an aircraft on ground (AOG).

Benefit from a better aircraft through better parts.....

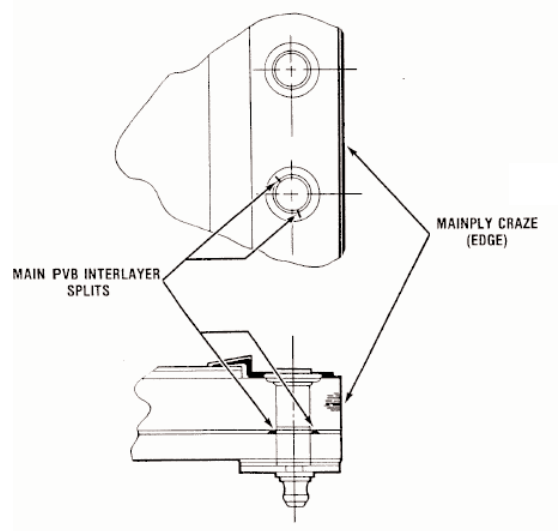
CHALLENGER 600/601/604
Windshield and Side Window Defects - Identification

A windshield prism check is used to identify defects around windshield bolt holes. While cracks are the primary defect being sought, many other defects may be seen. As a crack means an immediate replacement is necessary, it is important to properly identify an anomaly as many can appear similar to a crack but quite often are benign.

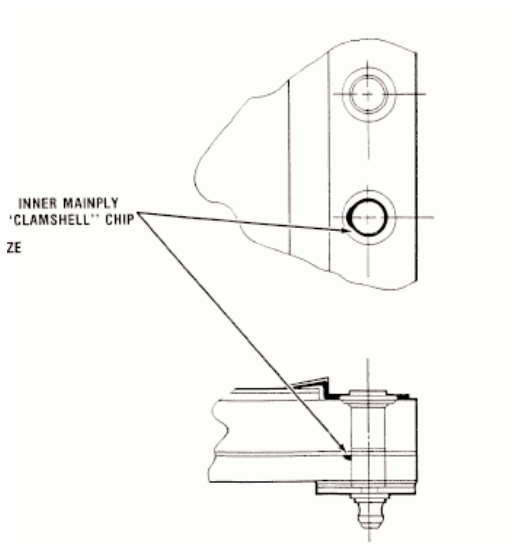
The following provides a pictorial reference when carrying out a prism check to assist personnel in properly identifying the most common discrepancies. For limits associated with each respective discrepancy, please refer to the CMM.



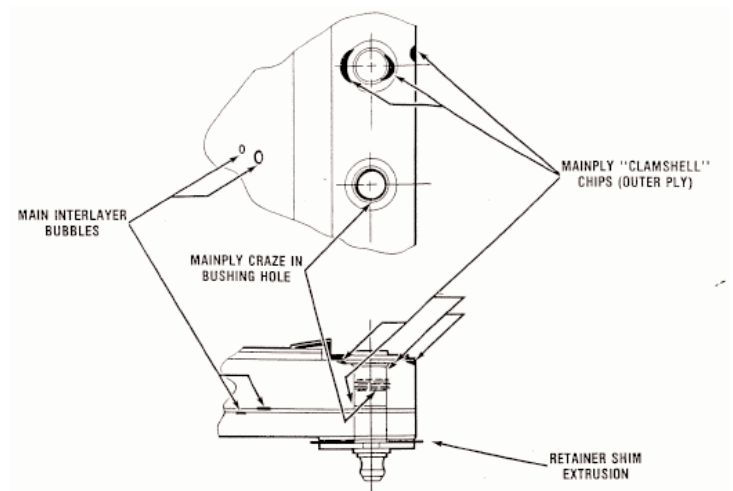
Delamination



Interlayer split



Edge Clamshells



Mainply clamshells & bubbles

GLOBAL SERIES

New Humidifier Functional Test - ATA 21

The Humidifier System has recently been upgraded per operators request to have a fully automated system. New Humidifier Control Unit, part number HCU GG546-2125-5, was introduced in the Humidifier System (GG432-2105-13 Assembly) to satisfy the request.

With the Humidifier assembly -13, the system is automatically activated 3.5 hours after the Weight OFF Wheel condition is met and without any action from the pilots. The 3.5 hours timer is software based only and does not include any external components.

See below the Humidifier operation logic:

The following conditions are required to turn ON the Humidifier System:

- Aircraft altitude ARINC label valid
- ACSC status ARINC label is valid
- Data is received from HCU
- Aircraft Altitude > 31000 feet
- Humidifier is selected to On
- At least one of the HASOV is opened
- Manual Purge is selected to Off
- Emergency Pressurization is selected to Off
- Water Tank is not Empty
- Dew Temperature < 0 deg C°
- 3.5 hours after take-off (W off W)

Only one of following conditions is required to turn OFF the Humidifier System:

- Aircraft altitude label is failed
- ACSC status label is failed
- Data is not received from HCU
- Aircraft Altitude < 29000 feet
- Humidifier is selected to Off
- Both Hot air Shutoff Valves (HASOVs) are closed
- Manual Purge is selected to On
- Emergency Pressurization is selected to On
- Water tank is Empty
- After 8.5 hours of operation (Humidifier Status = On)

The [Aircraft Maintenance Manual](#) Task 21-71-00-710-801 - Functional Test of the Humidifier - was revised following the 3.5 hours delay introduction (-13 Humidifier Assembly). The test has been updated in a way that the technician does not need to wait 3.5 hours to perform the system verification.

The new Functional Test task was released June 24th, 2008 for all Global Series platforms (Global Express: Rev 37; Global 5000: Rev 18; and Global Express XRS: Rev 15).

In the new functional test, the HCU is entered into shop testing mode by injecting ARINC429 and discrete input commands into the HCU. Then ARINC429 commands are sent to verify each individual humidifier system component in order to confirm the system integrity.

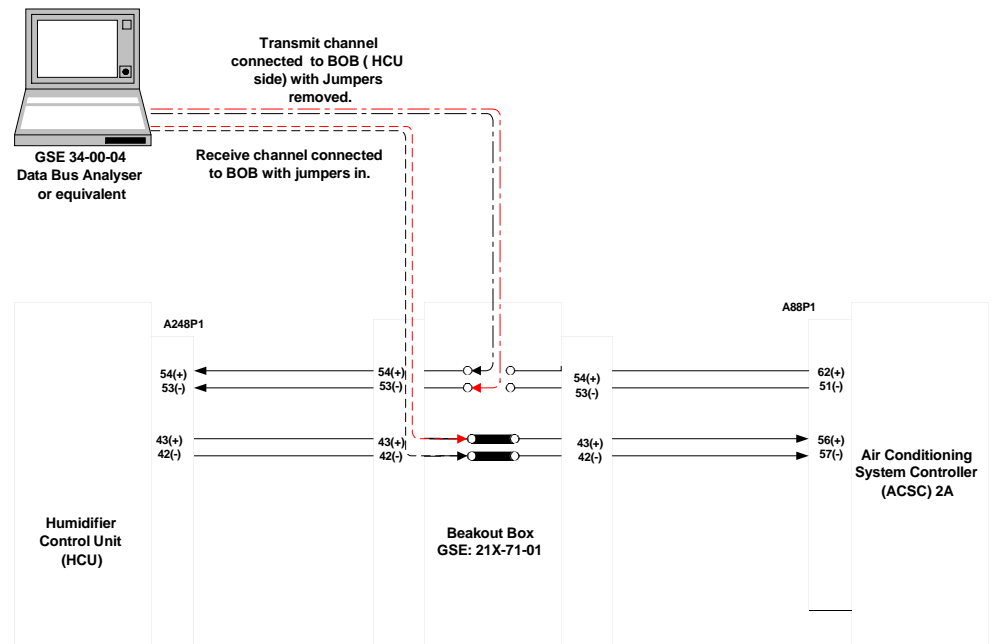
The Ground Support Equipments (GSE) required to perform the Functional Test are as follows:

1. Humidifier Break Out Box, P/N 92088-0950 (GSE 21X-71-01)
2. Databus Analyser, P/N 01-1404-00 (GSE 34-00-04)

...Cont'd...

The data bus analyser is connected as follows:

Communicate with your [Field Service Representative](#) if you have any questions while performing the AMM Task 21-71-00-710-801 - Functional Test of the Humidifier.



GLOBAL SERIES

Main Landing Gear (MLG) Inboard Door Actuator Attachment Hardware

This article is to inform operators of a condition that may potentially cause minor damage the main landing gear MLG wheel bin. Bombardier have had reported damage on the LH and RH MLG wheel bin due to the incorrect installation of the MLG inboard door actuator attachment bolt, nut and cotter pin.

The door hinge actuator bolt head must be on the AFT side of the hinge fitting with the nut and cotter pin on the FWD side of the hinge fitting as shown in the BD-700, BD-700 5000 and BD-700 XRS Aircraft Maintenance Manual (AMM) illustration found in Chapter 32-12-05, TASK 32-12-05-000-801, figure 401, sheet 2. You are looking for the nut and cotter pin to be on the larger side of the wheel bin cutout creating greater clearance and avoiding a potential fouling condition.

To comply with the AMM and prevent possible damage to the wheel bin, we suggest that Operators verify that the bolt direction meets the AMM requirement.

If this condition is not per AMM, perform the following corrective action:

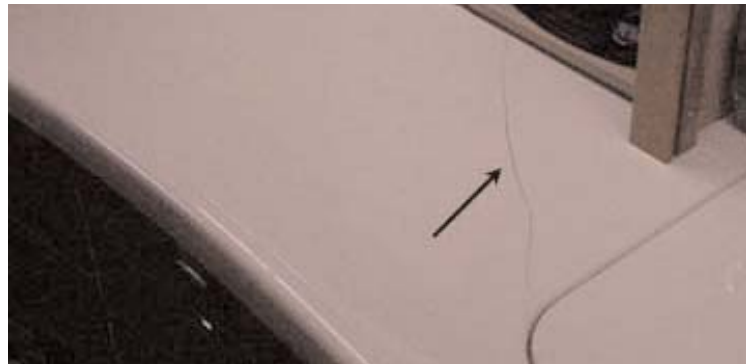
Remove and retain bolt, nut, washers and cotter pin. Re-install bolt, nut, washers and cotter pin in accordance with BD-700, BD-700 5000 or BD-700 XRS AMM, Chapter 32-12-05, TASK 32-12-05-400-801.

GLOBAL SERIES

Galley Countertop

This article is intended to provide operators with guidance on the galley countertop cracking issue. We were told by some operators after replacing the counter top that they were still having the cracking issue. Further investigation revealed that the lower and upper galley support needed additional reinforcement to ensure proper load distribution.

A Service Request for Product Support Action (SRPSA) should be sent to Bombardier to provide proper engineering data to support countertop replacement and modify the galley structure if required. This will help reducing the possibility of galley countertop cracking and prevent future replacement.



GLOBAL SERIES

NEW! SMARTFIX Plus for Global Customers

We're pleased to advise our Global family customers that SMARTFIX Plus for their aircraft has been released on the Bombardier CIC website (<http://www.cic.bombardier.com>).

SMARTFIX Plus is an intuitive, web-based troubleshooting tool designed to familiarize users with aircraft systems operation and provide fault isolation procedures. SMARTFIX Plus incorporates high-quality visuals and leverages the flexibility of the web for instant updates and accessibility from anywhere in the world. All this makes SMARTFIX Plus a tool ideally suited for technicians and flight crews.

SMARTFIX Plus for Global aircraft features the following:

1. Enhanced system descriptions
2. Troubleshooting recommendations for CAS messages, CAIMS messages and observed faults, as well as plain English descriptions for CAS and CAIMS messages, fault logic and troubleshooting hints and tips
3. Detailed component locators using high-resolution images and aircraft diagrams
4. Operational hints and tips for flight and maintenance crews covering common aircraft tasks and issue rectification measures
5. Frequent updates for most recent information

To launch SMARTFIX Plus for Global aircraft, please visit the CIC website at <http://www.cic.bombardier.com>, navigate to Tools and Services > Technical Tools > SMARTFIX Plus > Access Tool > Global then click the "Launch" button.

SMARTFIX Plus for Global aircraft is being introduced in a phased rollout. This partial release contains eight ATAs with the remaining being added via periodic updates throughout the rest of 2008 and early 2009. Rollout is expected to be complete in the first quarter of 2009. SMARTFIX Plus for Global aircraft will be offered free of charge to our customers for a limited time. Additional details regarding pricing will be provided at a later date.

To contact the SMARTFIX Plus team with any questions please send an email to: smartfix@aero.bombardier.com.

SMARTFIX Plus Program Update

We'd like to advise our authorized service facilities and line maintenance facilities that they can now access SMARTFIX Plus via the CIC website. To launch the tool simply follow the steps outlined above and select ASF from the drop down menu.

SMARTFIX Plus now covers six distinct business aircraft platforms, including: Learjet 31A, Learjet 40 / 40 XR, Learjet 45 / 45 XR, Learjet 60 / 60 XR, Challenger 300, and now Global. SMARTFIX Plus for Challenger 605 is currently in development with an anticipated release by the end of the year.

Recent Releases

ADVISORY WIRES / COMMUNIQUE

[AW700-27-0256, Rev 1A - Global Series](#) - Elevator PCU Bolt Sheared, dated Sep 26/08

[AW700-32-0255 - Global Series](#) - Nose Landing Gear (NLG) Door - Proximity Switch Target, dated Oct 2/08

[AW300-00-0090 - Challenger 300](#) - CL300 MMEL Updates dated Oct 1/08

[BCSBA COM 0178 - Learjet, Challenger and Global](#)
REMINDER: Technical Session Schedule for Bombardier Learjet, Challenger and Global Aircraft at NBAA, dated Oct 1/08

[BCSBA COM 0175 - Learjet, Challenger and Global](#) - New Online Services for Warranty Claims and MRAs - Visit Bombardier Booth at NBAA for Demonstration, dated Oct 3/08

[BCSBA COM 0179 - Learjet 20 Series Aircraft](#) - Technical Manual Sets for Learjet 20 Series Aircraft on CIC Website, dated Oct 3/08

SERVICE BULLETINS

[Learjet Series \(Sep 23/08 to Oct 03/08\)](#)

[AAK 86-2, Rev. 1](#) (LJ23/ LJ24/ LJ25/ LJ28/ LJ29/ LJ35/ LJ36) [Optional] - Installation of Landing Gear Actuator Down Lock Switch Connectors

[AAK 90-12, Rev. 1](#) (LJ23/ LJ24/ LJ25/ LJ28/ LJ29/ LJ35/ LJ36) [Optional] - Installation Of Batting At Wing Spar 1 Splice

[SB45-35-1, Rev. 2](#) (LJ45) [Optional] - Oxygen - Extended Duration of Oxygen System

[SBA45-34-21, Rev. 2](#) (LJ45) [Alert] - Navigation - Functional Test of the Attitude Heading Reference System (AHRS) Computers

[SB40-24-05](#) (LJ40) / [SB45-24-10](#) (LJ45) - [Recommended] - Electrical Power - Replacement of the Emergency Battery Grounding Bracket

[AAK 55-86-2, Rev. 1](#) (LJ55) [Optional] - Installation of Landing Gear Actuator Down Lock Switch Connectors

[SB60-24-24, Rev. 2](#) (LJ60) - [Recommended] - Electrical Power - Modification of the Left Emergency Bus Wiring

SB40-28-05 (LJ40) / SB45-28-15 (LJ45) - [Optional] - Fuel - Conversion of Fuel Quantity Indication from Metric to U.S. Measurements

[Challenger Series \(Sep 23/08 to Oct 03/08\)](#)

[100-32-15](#) [Recommended] - Modification - Brake Control System - Replacement of Brake Control Unit to Improve Reliability

[605-28-001](#) [Recommended] - Special Check/Modification - Fuel Quantity Indicating System - Replace the Fuel Quantity Gauging Computer (FQGC) Part Number 736847-15 with Part Number 736847-16

[Info Sheet 100-46-03](#) - Modification - Flight Deck Information Systems - Installation of XM Weather on MFD (Option C46-419)

[Info Sheet 601-0581, Sheet 2](#) - Modification - General - Activation

of the 36-150 (CL) Auxiliary Power Unit (APU)

[Info Sheet 601-0590, Sheet 9](#) - Scheduled Maintenance Instructions (MSG-3 Derived) - Qualification

[Info Sheet 601-0599](#) - Modification - Cowlings - Addition of Warning Placards to Correctly Install Fasteners

[Global Series \(Sep 23/08 to Oct 03/08\)](#)

[A700-27-066, Rev 1 \[Alert\]](#) - Special Check/Rework – Elevator Control System – Inspection of Elevator PCU, P/N GT411-3800-5 & -7, Attachment Fittings and Slotted Entry Bearings

[A700-1A11-27-024 \[Alert\]](#) - Special Check/Rework – Elevator Control System – Inspection of Elevator PCU, P/N GT411-3800-5 & -7, Attachment Fittings and Slotted Entry Bearings

COLD WEATHER OPERATIONS INFOSERVICE (Oct 2008)

[Learjet Series Aircraft](#)

[Challenger 600, 601, 604, 605](#)

[Challenger 300](#)

[Global Aircraft](#)

Calendar of Events

✈ **Safety Standdown USA**

October 20th to 23rd, 2008

Hyatt Regency Crown Center, Kansas City, Missouri
For more information and to register visit:

<http://www.safetystanddown.com>

✈ **Learjet 45th Anniversary**

October 6th & 7th, 2008 (at NBAA Convention)

Learjet 85 event and Year of Learjet Customer Cocktail

<http://www.YearofLearjet.com>

✈ **Airshow China**

November 4th to 9th - Zhuhai, Guangdong, China

<http://www.airshow.com.cn/en/>

✈ **Challenger 300 Advisory Committee**

November 11th & 12th - Queen Elizabeth Hotel
Montreal, Quebec

<http://www.cic.bombardier.com>

✈ **MEBA**

November 16th to 18th - Dubai, UAE

<http://www.meba.aero>

✈ **Challenger 600 Series Advisory Committee**

December 2nd & 3rd

Montreal, Quebec

<http://www.cic.bombardier.com>

✈ **Bombardier M&O Conference**

April 20th to 23rd - Hotel InterContinental Dallas

Dallas, Texas **Register now at...**

<http://www.BombardierMO2009.com>

Also featuring IA Renewal training!

The *Customer Forum and Newsletter* is intended for general information purposes only and Bombardier does not assume or accept any responsibility for any use of such information. In particular, it is not to be used for the maintenance, servicing or other technical requirements of any Bombardier product as it may not contain all necessary information. Bombardier technical manuals and/or Engineering documents take precedence over the content of this publication.