

Bombardier is gathering detailed troubleshooting information on the most frequently removed GX components. To support the technical investigation, FSRs and Service Centers are requested to open a customer issue and complete this questionnaire when troubleshooting or removing a Bleed Management Controller (BMC) PN GG546-1017-XX.

Download, customer issue report, and questionnaire are to be returned:

- via the Lotus Notes Customer Issue Application
- and by e-mail at: bag_bbad_global_program@aero.bombardier.com

Reference Customer Issue number : _____

Aircraft and Component Identification

Complete table if information is not provided in referenced Customer Issue.

A/C S/N	A/C Hours	A/C Landings	Unit P/N	Unit S/N
			GG546-1017-	
Contact Name:			Date:	Phone No:

EICAS MESSAGES			
Check the related fault message(s) below:			
<input type="checkbox"/> APU BLEED SYS FAIL (CAUTION)	<input type="checkbox"/> L BLEED SYS FAIL (CAUTION)	<input type="checkbox"/> R BLEED SYSTEM FAIL (CAUTION)	<input type="checkbox"/> XBLEED FAIL (CAUTION)
<input type="checkbox"/> ICE (CAUTION)	<input type="checkbox"/> ICE DETECTOR FAIL (CAUTION)	<input type="checkbox"/> L COWL A/ICE FAIL (CAUTION)	<input type="checkbox"/> L WING A/ICE FAIL (CAUTION)
<input type="checkbox"/> R COWL A/ICE FAIL (CAUTION)	<input type="checkbox"/> R WING A/ICE FAIL (CAUTION)	<input type="checkbox"/> BLEED MISCONFIG (ADVISORY)	<input type="checkbox"/> L BLEED FAULT (ADVISORY)
<input type="checkbox"/> R BLEED FAULT (ADVISORY)	<input type="checkbox"/> ICE (ADVISORY)	<input type="checkbox"/> ICE DETECTOR FAULT (ADVISORY)	<input type="checkbox"/> L COWL A/ICE FAULT (ADVISORY)
<input type="checkbox"/> R COWL A/ICE FAULT (ADVISORY)	<input type="checkbox"/> WAI FAULT (ADVISORY)	<input type="checkbox"/> WAI SENSOR (ADVISORY)	<input type="checkbox"/> WING A/ICE OVHT (WARNING)
<input type="checkbox"/> Others Specify: _____			

CAIMS INFORMATION (Global Classic Aircraft)	
Is the fault logged in the CAIMS Active Fault?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Fault # (i.e.: 3615325BMC) _____	Fault nomenclature: (i.e.: BMC2/DAU4/WRG) : _____
Is the fault logged in the CAIMS BMC Flight Fault History?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Fault # (i.e.: 3615325BMC) _____	Fault nomenclature: (i.e.: BMC2/DAU4/WRG) : _____
Is the fault logged in the CAIMS BMC Ground Fault History?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Fault # (i.e.: 3615325BMC) _____	Fault nomenclature: (i.e.: BMC2/DAU4/WRG) : _____

OMS INFORMATION (Global Vision Aircraft)		
Help		
Fault Code: _____		
MSG Data:		
LRU: _____	Fault Message: _____	
LRU DATA (bit set to 1)		
LRU: _____	Label: _____	Bit: _____

FAULT DETAILS	
Fault Description:	
Report last Bleed System maintenance or last sequence of event:	
FAULT DETAILS (Continued)	
When did the fault occur?	
<input type="checkbox"/> Power up <input type="checkbox"/> On ground <input type="checkbox"/> In flight	
Was the message still posted after flight?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was the problem intermittent?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the fault be reproduced while troubleshooting?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was SMARTFIX™ PLUS used for troubleshooting:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you perform a wiring check?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the BMC replacement resolve the issue?	<input type="checkbox"/> Yes <input type="checkbox"/> No
S/N of new BMC installed: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you replace another component to fix the problem?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Component replaced: _____ P/N: _____ S/N: _____	

DOWNLOAD	
Perform a Non-Volatile Memory (NVM) download of the BMC, AMM TASK 45-45-00-970-822.	
Note: It may take several attempts to be able to do the download.	
Was the BMC NVM download successful?	<input type="checkbox"/> Yes <input type="checkbox"/> No