

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 Windshield Temperature Controller (WTC) PN GC584-1001-4.

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
			GC584-1001-4	
Contact Name:			Date:	Phone No:

EICAS MESSAGES
<p>Check the related fault message(s) below:</p> <p> <input type="checkbox"/> L WSHLD HEAT FAIL (CAUTION) <input type="checkbox"/> L WINDOW HEAT FAIL (CAUTION) <input type="checkbox"/> R WSHLD HEAT FAIL (CAUTION) <input type="checkbox"/> R WINDOW HEAT FAIL (CAUTION) </p>

CAIMS INFORMATION (Global Classic Aircraft)
<p>Is the fault logged in the CAIMS Active Fault? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Fault # (i.e.: 3040000IN) _____ Fault nomenclature: (i.e.: INTERNAL FAULT) : _____</p>
<p>Is the fault logged in the CAIMS WTC Flight Fault History? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Fault # (i.e.: 3040000IN) _____ Fault nomenclature: (i.e.: INTERNAL FAULT) : _____</p>
<p>Is the fault logged in the CAIMS WTC Ground Fault History? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Fault # (i.e.: 3040000IN) _____ Fault nomenclature: (i.e.: INTERNAL FAULT) : _____</p>

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

FAULT DETAILS		
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 WTC replacement resolve the issue?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
S/N of new WTC 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: _____

Additional Information: