

Advisory Wire

REFERENCE NO: AW700-23-0782

INFORMATION
TYPE:

Maintenance
Operational

ATA: 23-15

EFFECTIVITY: Global 7500 aircraft (70006 – 79999)

**SUBJECT: Cabin Service Unit (CSU)
“POST will run soon” issue**

1. REFERENCES:

1.1 Cabin Service Unit (CSU) POST will run soon issue - [AW700-23-0734](#)

2.1 AMP TASK BD700-A-J24-00-00-00AAA-561A-A

1.2 AMP TASK BD700-A-J24-00-00-00AAA-761A-A

2. INTRODUCTION:

The Advisory Wire is to inform Operators about an issue with the Aspire 100 Cabin Services Unit (CSU). During cabin power-up, the CSU may fail to boot completely during cabin power-up. This will cause a fault to appear on the Galley Control Panel (GCP) and the Iridium and other services will not be available.

3. DESCRIPTION:

On all Global 7500 aircraft, an issue called “*POST will run soon*” was identified. The issue was originally identified on the Global 5000 and Global 6000 platform. Please refer to AW700-23-0734 (Ref 1.1) for more details on the other platforms.

Bombardier with the help of Honeywell found that in rare instances, an internal processor of the CSU would fail to complete its power-up sequence which causes the following symptoms:

- 1) On the GCP, the CSU health messages are not properly reported. (Figure 1)
- 2) On the GCP Connectivity menu, the satcom services (Swift Broadband or Ka-Band) are not available. (Figure 2)
- 3) On the CSU Graphical User Interface (GUI), Iridium services are Unavailable. (Figure 3)

Customer Services

Advisory Wire

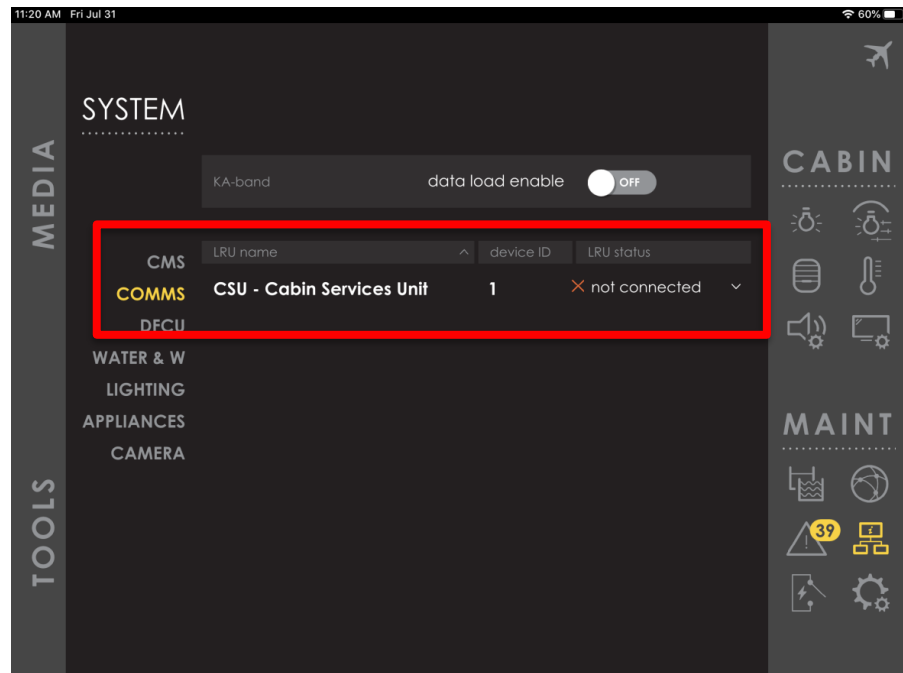


Figure 1

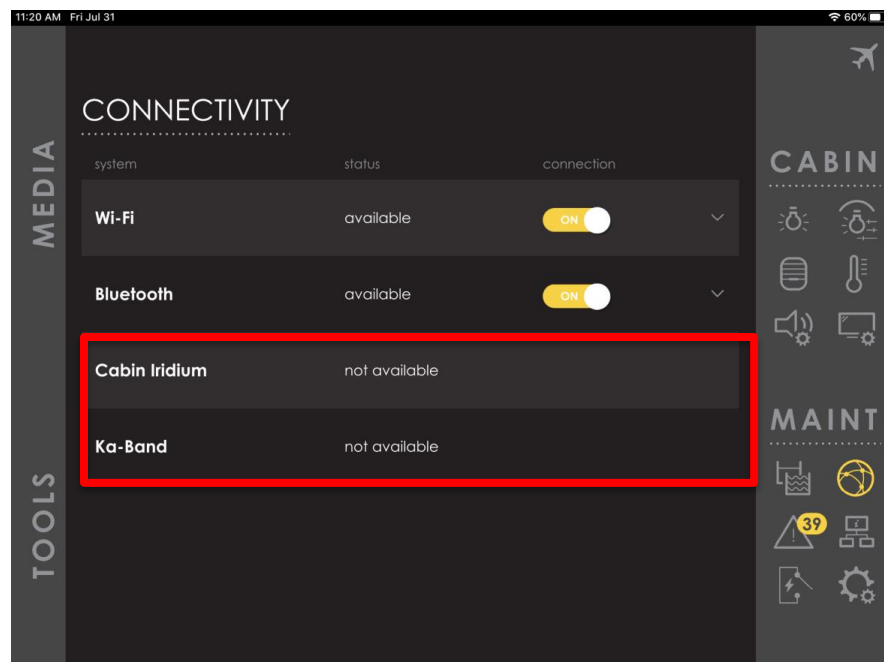


Figure 2

Customer Services

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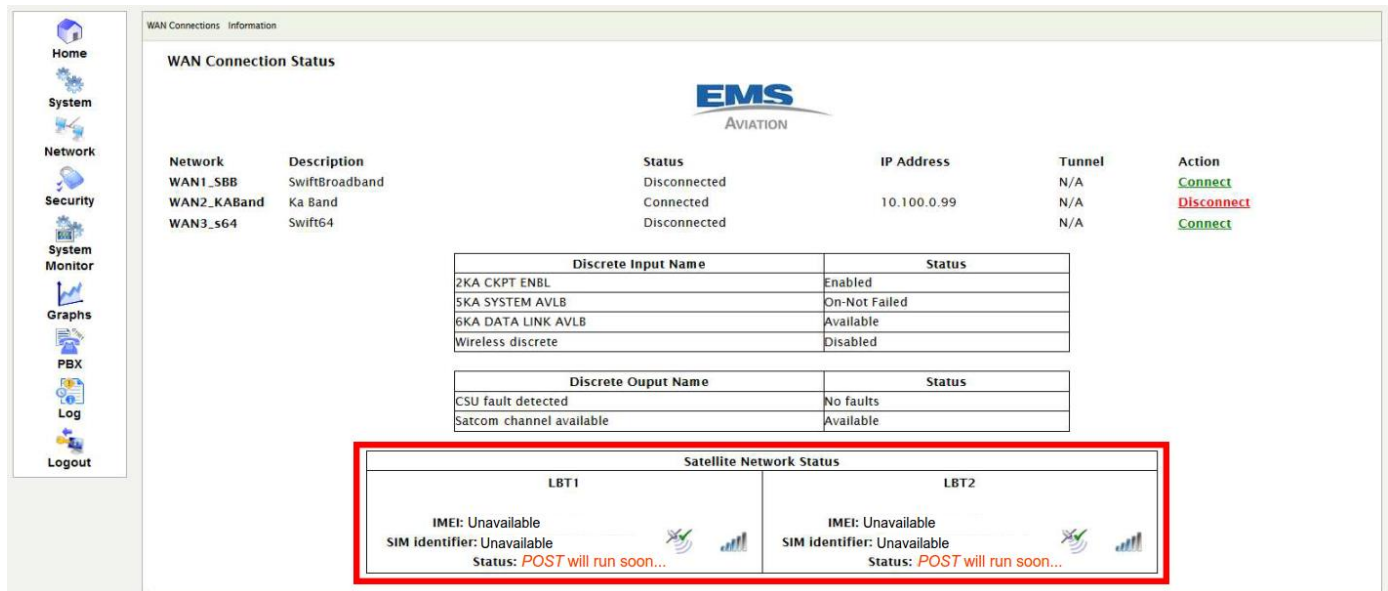


Figure 3

4. ACTION:

Bombardier is actively working with its supplier to find a solution for this issue. In the interim, should you experience any of the symptoms, the CSU will need to be reset (Ref. 1.2 and Ref. 1.3).

Should you have further technical questions regarding the Aspire 100™ system, please contact your Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC) team 24/7.