

Advisory Wire

REFERENCE NO: AW700-28-0821, Rev 1

INFORMATION
TYPE:

Maintenance
Operational

ATA: 28-41

EFFECTIVITY:

Global 7500 (70006 – 70079) pre
SB700-28-7502.

**SUBJECT: SB700-28-7502 MODIFICATION
– INDICATING – UPGRADE OF
FUEL-QUANTITY
MANAGEMENT
COMPUTER (FQMC) TO
SOFTWARE V3.2 is re-released.**

1. REFERENCES:

1.1 Bombardier SB 700-28-7502 Rev 1 - MODIFICATION – INDICATING – UPGRADE OF FUEL-
QUANTITY MANAGEMENT COMPUTER (FQMC) TO SOFTWARE V3.2

2.1 Aircraft Maintenance Procedure (AMP) Fuel-quantity management computer - Data loading- BD700-
A-J28-41-03-00AAA-752A-A.

2. INTRODUCTION:

This Advisory Wire is to inform operators that Bombardier has re-released Service Bulletin SB700-28-7502 UPGRADE OF FUEL-QUANTITY MANAGEMENT COMPUTER (FQMC) TO SOFTWARE V3.2 (Ref 1.1) that had been put on hold due to FQMC software upload issues that led to the replacement of the unit.

3. DESCRIPTION:

It has been reported on two occasions that during the upload of the FQMC software (Ref 2.1) from the Information Management System (IMS) to the Line Replaceable Unit (LRU) that one of the FQMC channel failed and became unresponsive. The failure mode was not recoverable and the FQMCs had to be returned to the supplier. In both cases, the operators were able to upload the latest software on the two FQMC replacement units.

Following these events, Bombardier decided to pro-actively put the SB700-25-7502 (Ref 1.1) on hold to prevent inadvertent operation interruption until the investigation is completed and that the root cause is identified. This Onboard Data Loading (ODL) issue has no impact on the FQMC operational software once it is loaded. The aircrafts that have successfully upgraded the FQMC software shouldn't expect any adverse effect to the fuel system indication nor operation.

The investigation revealed that the FQMC firmware robustness was a contributing factor in the failure of the FQMC. It was demonstrated that under normal avionics bus latencies, that the FQMC firmware may interrupt the software upload.

Bombardier and the vendor are working to resolve the FQMC ODL issue. Until the corrective action becomes available, Bombardier has increased the pool of FQMCs pre-loaded with the latest software to support Service Bulletin (SB) (Ref 1.1) under a dedicated schedule. The SB instructions have been amended to include the replacement of the FQMC in the unlikely event of a failed software upload.

4. ACTION:

The operators that have not already complied with the SB700-28-7502 can now communicate with the Bombardier In-Service Implementation Team (ISIT) to schedule the incorporation of the SB. (Ref 1.1)

Should you have any questions pertaining to this AW or additional queries, please contact your Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC).