

Advisory Wire

REFERENCE NO: AW700-28-0795

INFORMATION
TYPE:

Maintenance
Operational

ATA: 28-23

EFFECTIVITY:

Global 7500 (70006 – 70999)

**SUBJECT: LOAD ERR message posting on
Refuel Defuel Panel**

1. REFERENCES:

- 1.1. Aircraft Maintenance Publication (AMP) Pressure refueling – Refuel - BD700-A-J12-11-01-00AAA-211A-A
- 1.2. Bombardier SB 700-28-7502 MODIFICATION – INDICATING – UPGRADE OF FUEL-QUANTITY MANAGEMENT COMPUTER (FQMC) TO V3.2

2. INTRODUCTION:

This Advisory Wire (AW) is to inform operators of circumstances where a LOAD ERR message can be posted on the Refuel Defuel Panel (RDP) PRESEL field while refueling the aircraft in AUTO mode.

3. DESCRIPTION:

It has been reported that during refueling in AUTO mode that a LOAD ERR message was posted in the PRESEL field of the RDP. The annunciation of the message misled some operators to stop the fuel pressure from the truck leading to the failure of the Refuel Defuel Valves (RDV). In all cases the refueling was resumed in MANUAL mode without any issue.

As per design, during an automated aircraft refueling, the RDP displays a LOAD ERR message when the selected fuel load significantly diverges from the typical refuel load sequence imbedded in the FQMC. The annunciation of the message doesn't inhibit the AUTO refueling function. Further investigation revealed that the message could be posted before, during and after the refueling.

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The LOAD ERR message logic has been revised to increase the margins of the theoretical refuel sequence offset and to only consider a tank if the fuel quantity is above a defined threshold. This fix will be available in the FQMC next software version 3.2.

Bombardier will update this AW once the Service Bulletin SB 700-28-7502 becomes available. It is currently planned for Q1, 2021. (Ref. 1.2)

4. ACTION:

Operators should consider the LOAD ERR indication on the RDP as an advisory message and not a failure of the fuel system. Upon annunciation of the message, the fuel pressure from the fuel truck must be maintained to avoid the inadvertent closing of the RDVs. (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).