

Advisory Wire

REFERENCE NO: AW700-44-0827

INFORMATION
TYPE:

Maintenance
Operational

ATA: 44-11

EFFECTIVITY: Global 7500 (70006 – 70999)

**SUBJECT: Cabin System – Intermittent
Passenger Dial Unit inoperative**

1. REFERENCES:

1.1. SmartFix Plus procedure 441CMS0XXX Troubleshooting\By CMS\ ATA Chapter 44.

2. INTRODUCTION:

This Advisory Wire (AW) is intended to inform operators of conditions observed on the Passenger Dial Unit (PDU).

3. DESCRIPTION:

Bombardier has received reports from in-service aircraft that following a Cabin Management System (CMS) boot-up, one or more PDUs (Figure 1) may occasionally have video issues such as blank or black screen, are inoperative or not connected. In many cases, these intermittent conditions can be addressed with a Circuit Breaker (CB) reset of their associated Passenger Dial Controller (PDC) (Figure 2) also named Passenger Control Switch (PCS) – Control Module Single.



PDU Figure 1



PDC Figure 2

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4. ACTION:

To prevent unnecessary part replacement or troubleshooting time, aircrew and operators should be familiar with the issue described above and take the following actions during cabin preflight checks to mitigate the impact on the passengers if these issues occur.

In some instances, the PDU and/or PDC issue will be associated with a condition “not connected” status from the Galley Control Panel (GCP) MAINT → System → CMS page (Figure 3).

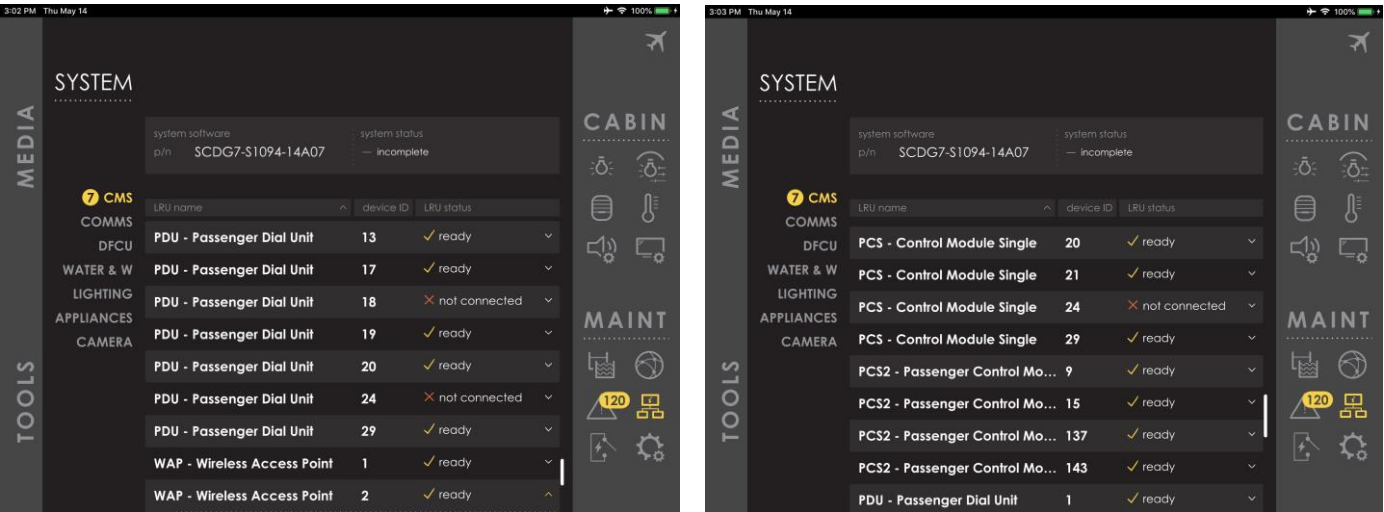


Figure 3

In many cases, it is possible to recover the full functionality of the PDU by resetting its associated PDC CB from the GCP → POWER → CMS page or with the GL 7500 Cabin Control iOS/Android application (Figure 4).

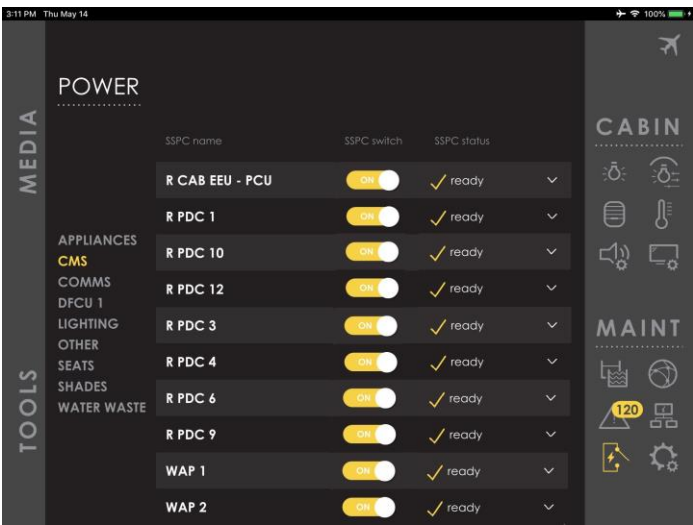


Figure 4

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Pull the digital Solid-State Power Controller (SSPC) of the affected PDC to restart it. The correspondent power SSPC name of the affected PDU device ID are listed in Figure 5.

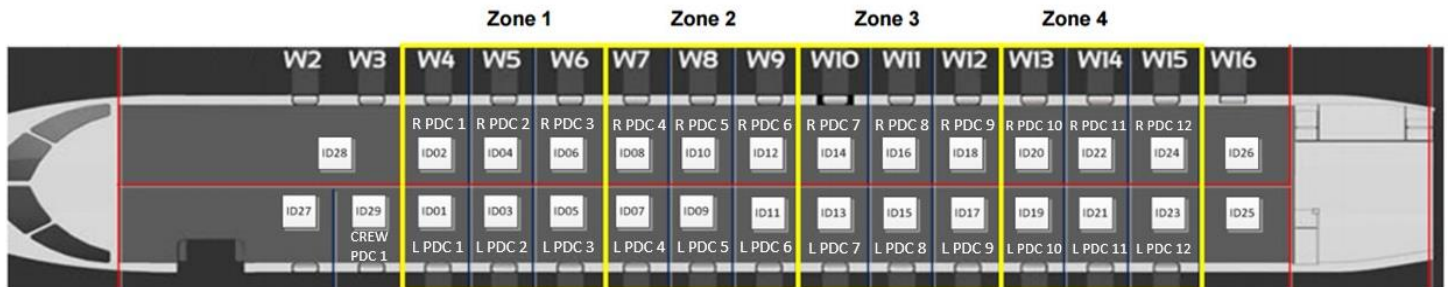


Figure 5

Example, Figure 3 shows PDU and PCS - Control Module Single “device ID 24”, as "not connected". Their associated SSPC name is “R PDC 12”.

Wait three (3) minutes after the PDC and PDU has completely rebooted to be certain that it correctly reports its status.

If it reports “ready”, then it is showing its status correctly.

If the units still show “not connected” after resetting it or still have video issues, proceed with the suggested troubleshooting steps in Smart Fix Plus (Ref 1.1) as per the fault code displayed in the CMS Fault Message Center.

This condition is being monitored by LHT and Bombardier and a solution will be communicated through a revision of this AW once available.

Should you have any queries, please contact your Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC 24/7) team.