

Advisory Wire

REFERENCE NO: AW700-46-0751

INFORMATION
TYPE:

Operational
Maintenance

ATA: 46-10

EFFECTIVITY: Global 7500 aircraft (70006 – 79999)

**SUBJECT: Information Management
System (IMS) & Data Loading**

1. REFERENCES:

- 1.1. Collins Service Information Letter (SIL) IMS-6010-18-2; IMS-6010 AVNX FAIL Crew Alerting System (CAS) Message
- 1.2. Flight Operations Notifications (FON) AVNC-006-NC – Targeted for release in April, 2020
- 1.3. Aircraft Maintenance publication (AMP), BD700-A-J45-47-00-03AAA-913A-A; Access to write maintenance reports - General maintenance procedure
- 1.4. AMP, BD700-A-J46-31-01-01AAA-752A-A; Universal Serial Bus (USB) device data to the information-management system unit - Data loading
- 1.5. AMP, BD700-A-J45-47-00-09AAA-913A-A; Onboard-maintenance-system non-volatile memory - General maintenance procedure
- 1.6. SmartFix Plus By Info Message > Chapter 46 > IMS INOP – 463n01;
<http://www.learjet.com/fss/cic/gv7500/GV7500/gv7500/troubleshooting/info/46/46-info-systems-ims-inop/index.html>
- 1.7. AMP, BD700-A-J24-00-00-02AAA-561A-A; Thermal Circuit Breakers (CB) - De-energize electrical network
- 1.8. AMP, BD700-A-J24-00-00-02AAA-761A-A; Thermal CB - Energize electrical network
- 1.9. SmartFix Plus By Observed Fault > Chapter 46 – Info Sys > 463OBS001;
<http://www.learjet.com/fss/cic/gv7500/GV7500/gv7500/troubleshooting/observed-faults/46/463obs001/index.html>

Customer Services

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2. INTRODUCTION:

This Advisory Wire (AW) is to inform operators about Information Management System (IMS) & data loading observations and to provide possible workarounds.

3. DESCRIPTION:

3.1. Transient “IMS INOP” Info Message;

A transient “IMS INOP” Info Message may be posted (Ref. 1.1 & 1.2) on the Info Synoptic page. This condition was traced to the IMS temporarily not communicating its health status.

3.2. Error message while writing Onboard Maintenance System (OMS) reports;

After the OMS is energized for a certain amount of time (e.g. after a flight), attempting to write an OMS report (Ref. 1.3) could result in a failed transfer associated with a “Write Failed” or “Failed to Accept Request (Max Limit Reached)” amber message posted on the OMS page.

3.3. Onboard Data Loader (ODL) failure to see USB storage device inserted in the IMS;

While attempting to perform a file transfer from a USB device to the IMS (Ref 1.4), to write an OMS report (Ref. 1.3) or a Non-Volatile Memory (NVM) to the USB device (Ref. 1.5), the ODL fails to see the USB storage device. This condition may be associated with an error message.

4. ACTION:

Operators should be familiar with the system observations described in this AW and associated workaround or action (as applicable). However, operators are encouraged to inform Bombardier via your Field Service Representative (FSR) anytime one of the following workarounds is used.

4.1. Transient “IMS INOP” Info Message;

If the “IMS INOP” is transient and self-clears under 10 minutes, no further action is required. IMS shall not be replaced for this condition. If the message does not self-clear, it should be considered a failure and troubleshoot as required per SmartFix Plus procedure (Ref 1.6). While the SmartFix Plus ATA 46 menu is being developed, the relevant troubleshooting tasks can be found using the search tool.

4.2. Error message while writing OMS reports;

Resetting power to Integrated Processing Cabinet (IPC) 1, cycling thermal CB CBP-L06 (Ref. 1.7 & 1.8) or performing a full aircraft power reset will clear the condition and allow OMS reports to be written successfully.

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4.3. ODL failure to see USB storage device inserted in the IMS;

A new SmartFix Plus procedure has been released (Ref. 1.9) & AMP task (Ref. 1.4) to help ensure proper loading sequence & USB storage device requirements are respected. Ensure to always wait 1 minute after IMS light turns green before inserting a USB storage device or attempting data loading operations. When an "Air Service Error" message (or any other message) is displayed on the ODL, use the Cursor Control Panel (CCP) to click outside the popup window to clear the message. Alternatively, the Portable Maintenance Access Terminal (PMAT) can be used to transfer content from the USB storage device to the IMS (Ref. 1.4), to write OMS reports (Ref. 1.3) and Non-Volatile Memory (NVM) to the USB device (Ref. 1.5).

Bombardier is actively working with the supplier to improve the IMS operation. Operators will be kept updated by revision of this Advisory Wire.

Should you have any queries pertaining to this AW or requiring additional information please contact your Bombardier FSR or the Customer Response Center (CRC).