

SERVICE INFORMATION LETTER

IDU-450-003

10 Aug 2017

Subject: MFD Rebooting with EFIS Software Versions 7.0E and 7.0F

This Service Information Letter (SIL) provides information on a reboot of the Integrated Display Unit Model IDU-450 Multi-Function Display (MFD) that may occur with software versions 7.0E and 7.0F.

Equipment affected by this SIL are as follows:

IDU-450 (NVG)	PN 42-024001-0001
IDU-450 (Standard)	PN 42-024001-0002
IDU-450 (Standard)	PN 42-024001-0003

With software versions:

7.0E (Generic)	PN 25-EFIS70E-SW-0005
7.0E (AW109SP)	PN 25-EFIS70E-SW-0001
7.0E (AW109SP)	PN 25-EFIS70E-SW-0004
7.0F (AW109SP)	PN 25-EFIS70F-SW-0002

Genesys Aerosystems has received field reports of the MFD rebooting either during initial power-on or approximately every 60 nautical miles of lateral distance in flight. This reboot occurs once, causing a loss of function of the MFD for approximately 15 to 20 seconds and loss of the flight plan displayed on the MFD once the unit has completed its reboot cycle. The Primary Flight Display (PFD) is not affected by the reboot of the MFD other than displaying a brief "CHECK IDU" message on the bottom-left corner of the display while the MFD is rebooting. The MFD will return to normal operations once the reboot has been completed.

Field reports have identified that the most consistent rebooting has occurred when the MFD is in the MAP mode, the format is in ARC, and the range scale is 50 nautical miles or more while operating in Europe. However, other reports have indicated the format can be in CENTER mode with ranges less than 50 nm.

Genesys Aerosystems has identified the cause of the reboot as being an overflow of data due to an increasing number of airspace line segments in the Jeppesen Navigation Database in certain parts of the world. The primary report has been aircraft operating in European airspaces with the International, World, or REGA Navigation Databases. Genesys has identified that this issue started with the 1701 Navigation Database cycle.

The loss of one display in single pilot Instrument Flight Rules (IFR) or the loss of Flight Management System/Global Positioning System (FMS/GPS) indication, including navigation aids, or loss of any navigational source or pointer in IFR operations is typically considered as a Minor Failure classification. In addition, the software changes required to correct the above condition are classified as Minor to the software Technical Standard Order (TSO).

Genesys Aerosystems will work with the FAA, the aircraft Original Equipment Manufacturers (OEMs) who have this equipment, and other regulatory authorities to update the software and obtain operational approval as quickly as possible. Until the update to the software is released, operators should be aware of the following situations.

- 1) Recognize that the reboot occurs on the MFD only and that all functions of the PFD are still operational, including flight plan, any autopilot coupling, and navigation data displayed on the PFD (flight plan, active waypoint, CDI, etc.).
- 2) Verify the MFD completes its reboot in approximately 15 to 20 seconds and displays the last mode of operation prior to reboot.
- 3) Press the <ACTV> bezel key on the PFD to display the current flight plan.
- 4) Press the "DIRECT" button while the current active waypoint is highlighted then select the "EXIT" button when finished. The flight plan should transfer to the MFD.

A Service Bulletin with the software part number and instructions for loading the software will be published once the software has been approved by all regulatory authorities and any require OEMs.

Regards,

A handwritten signature in black ink, appearing to read 'Robert A. DuRall', written in a cursive style.

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