

SERVICE LETTER

In-Service Engineering and Technical Support

CRJ700/900/1000-SL-31-011D

ATA: 3161

DATE: 10 May 2018

SUBJECT: Reports of Electronic Flight Displays (EFDs) going blank

MODEL: CL-600-2C10 and CL-600-2D15 and CL-600-2D24 and CL-600-2E25

APPLICABILITY: ALL

PURPOSE:

Some events of Electronic Flight Displays (EFDs) going blank with no associated MDC messages have been reported in the CRJ 700/900/1000 fleet.

This Service Letter provides the recommended operator action in the event an EFD blank-out occurs.

DISCUSSION:

The EFD is a computer-controlled display that generates images in response to input signals. The EFDs are identical and can be installed in any position. Two EFDs are used with the Engine Indication and Crew Alerting System (EICAS) system.

BOMBARDIER ACTION:

Bombardier Commercial Aircraft and Rockwell Collins are actively investigating these events. Engineering root-cause analysis is in progress. Additional details on the progress of the investigation will continue to be reported to operators in the future.

OPERATOR ACTION:

If an EFD blank-out is reported, proceed with the following troubleshooting procedure **before** removing the associated EFD :

NOTE: Some events reported include a “FAULT” message posted in the center of the EFD.

1. On the MAINTENANCE MENU display, go to the CURRENT FAULTS and FAULT HISTORY Page (AMM 45-45-00-970-804)
2. On the CURRENT FAULTS and FAULT HISTORY Page, confirm if there is an EFD related MDC message.
3. If there is an EFD related MDC message, continue the troubleshooting procedure in accordance with the Fault Isolation Manual (FIM).
4. If there is no EFD related MDC message, the following procedure is recommended:

A. For EFIS Primary Flight Display (PFD) 1 and/or 2 blank-out:

- Select “PFD” on the affected display reversionary panel selector. The applicable MFD defaults to primary flight display.
- After 5 seconds, select “NORM” on the affected display reversionary panel selector. The applicable MFD defaults to normal displaying flight and navigation information.
- The EFIS Primary Flight Display 1 and/or 2 may return to normal operation.

B. For EICAS Primary Display (ED1) blank-out:

- Select “ED2” on the EICAS selector on the Source Selector Panel. The applicable Primary EICAS information will be displayed in ED2.
- After 5 seconds, select “NORM” on the EICAS selector on the Source Selector Panel. ED1 may return to normal operation, and the applicable Primary EICAS information will be normally displayed on ED1.

C. For EICAS Secondary Display (ED2) blank-out:

- Select “ED1” on the EICAS selector on the Source Selector Panel. The applicable Primary EICAS information will remain displayed in ED1.
- After 5 seconds, select “NORM” on the EICAS selector on the Source Selector Panel. ED2 may return to normal operation, and the applicable Secondary EICAS information will be normally displayed on ED2.

D. For EFIS Multifunction Display (MFD) 1 and/or 2 blank-out:

- Perform a power-up reset of the MFD by cycling the associated Circuit Breaker (CB):
 - For EFIS Multifunction Display 1 (LH):
 - CB Ident: MFD1, Location: CBP2-V11
 - For EFIS Multifunction Display 2 (RH):
 - CB Ident: MFD2, Location: CBP2-K2
 - The EFIS Multifunction Display 1 and/or 2 may return to normal operation.
5. If the EFD is operational after the power-up reset, **no maintenance or further troubleshooting action is required.**
6. If the EFD is still “blank” or showing “FAULT”, remove and replace the associated EFD in accordance with AMM Task 31-61-01-000-801 and AMM Task 31-61-01-400-801.

Please direct responses and inquiries regarding the content of this Service Letter to your Bombardier Commercial Aircraft Field Service Representative or the Technical Help Desk in Montreal at telephone number (514) 855-8500 or facsimile (514) 855-8501 or e-mail thd.crj@aero.bombardier.com

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