

**SERVICE INFORMATION LETTER 010**

September 22, 2004

Subject: EFIS Upgrade Process Issue for EFIS IDU Software version 5.0A

This letter discusses an occasional problem with EFIS IDU software upgrades to version 5.0A. In approximately 3-5% of software upgrades, one or more IDUs will fail to start after the upgrade procedure described in Service Bulletin IDU-III-10, document number 150-045610 Rev. A, is complete. This letter discusses the issue and the workaround that can be used in the field.

Issue:

Upon proper completion of the action required to upgrade a Chelton EFIS IDU to software version 5.0A, the EFIS does not present the starting screen. This startup screen shows the Chelton logo along with the software version and software database information. The symptom is that the system presents the word "INITIALIZING" on the screen, but then fails to present the startup screen.

Since no software or flight data is required to restart the system, Chelton has been able to fix these systems in the field. The procedure described in this document takes approximately five minutes to complete. Since the fix is to the 5.0A upgrade process itself, no files from the fix remain on the IDU system after the IDU starts the first time after the 5.0A upgrade.

Diagnosis:

Similar symptoms can be displayed if the instructions in service bulletin Service Bulletin IDU-III-10 are not followed correctly. Things to verify are:

1. New navigation data for software version 5.0 has been installed.
2. The aircraft limits update procedure detailed in Service Bulletin IDU-III-10 has been correctly accomplished in the correct order for all IDUs installed in the aircraft.
3. Updates to software and navigation data were completed without errors displayed on the IDU screen during the process.

If all the above conditions have been verified, it may be that the system is experiencing the problems described in this letter.

Fix Procedure:

Contact a Chelton Flight Systems representative to confirm the diagnosis. No harm to the IDU system or software will be done if this fix is executed without diagnosis confirmation, however.

1. Assemble required equipment:  
Chelton Flight Systems Technical support package, in a “zipped” file named FIX.ZIP.  
A standard PC keyboard.
2. Unzip the package FIX.ZIP. There should be three files here. “AC.DAT”, “SETTINGS.DAT”, & FIX.BAT. Copy all three file to a smart media card.
3. Insert the smart media card in the PFD and apply power to system. Hit the “ESCAPE” key on your keyboard. This should bring you to a C: prompt. Change drives to E: by typing “E:” on the keyboard, followed by a RETURN or ENTER.
4. From the E:> system prompt type “fix” (without the quotes) and hit RETURN or ENTER. You should see 2 files copied on the screen.
5. Power down, remove card and check that the EFIS IDU properly starts and presents the startup screen. If this works, repeat this procedure for the rest of the displays exhibiting this issue.

John Conti  
Chelton Flight Systems

A handwritten signature in cursive script, reading "John Conti".