**CUSTOMER INFORMATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Airline:** | Air Caraibes | **IFE System:** | AVANT |
| **Tail Number / MSN:** | F-HHAV / 82 | **Software:** | v1200 |
| **Aircraft type:** | A350 |

**Daily report for 2018-07-21 and 2018-07-23**



**No Flight Leg Or Legs in Cruise Phase:**

**CUSTOMER REPORTED PROBLEM**

BITE data review for the period from 2015-09-09 00:00:00 to 2018-07-23 00:00:00.

**Observations and recommendations:**

**- Check performance of below SVDUs due to high number of reported communication failures:**

None

**- Check performance of below SVDUs due to high number of reported POST failures:**

None

**- Check performance of below SVDUs due to SDXC Card not present on SVDU-G4 error report:**

None

**- Verify performance, config check and/or dispfac of below SVDUs to confirm if it properly reports due to high number of reported S/W P/N failures:**

None

**- Check performance of below TMPUs due to high number of reported communication failures:**

None

**- Verify performance, config check and/or dispfac of below TPMUs to confirm if it properly reports due to high number of reported S/W P/N failures:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| TPMU3K - A1637880 | 115 |
| TPMU3F - A1637838 | 51 |
| TPMU3E - A1637836 | 38 |
| TPMU3K - | 6 |

**- Check performance/stability and associated RPO functioning of below SPB due to high number of reported status error:**

None

**- Check status and stability of below RPO due to high number of reported loss of communication failures by the associated Power Module:**

None

**- Check Camera due to high number of reported communication failures:**

None

**- Check Printer due to high number of reported communication failures:**

None

**- Check performance of below SVDU due to SVDU-G4 failed to mount the SDXC errors report:**

None

**- Check status of below SVDU due to high number of link status error reported:**

None

**- Check performance of below SVDU due to high number of communication ERROR reported between the Server and Client:**

None

**Seat Reset Comparison**

**- Above reported SVDUs reset count for that period:**

None

**- High count of seat resets:**

|  |  |
| --- | --- |
| **SVDU Name** | **Number of resets** |
| SVDU35B | 28 |
| SVDU24C | 14 |
| SVDU27H | 13 |
| SVDU25K | 12 |
| SVDU32E | 12 |
| SVDU24J | 12 |
| SVDU24B | 10 |
| SVDU45D | 10 |
| SVDU28C | 10 |
| SVDU14E | 10 |
| SVDU1F | 10 |
| SVDU28A | 10 |
| SVDU21H | 9 |
| SVDU23J | 9 |
| SVDU3E | 9 |
| SVDU32C | 9 |
| SVDU23H | 9 |
| SVDU21J | 9 |
| SVDU22H | 8 |
| SVDU27K | 8 |
| SVDU28H | 8 |
| SVDU18J | 8 |
| SVDU43C | 8 |
| SVDU25H | 8 |
| SVDU24H | 8 |
| SVDU1E | 8 |
| SVDU27B | 8 |
| SVDU38E | 7 |
| SVDU45H | 7 |
| SVDU26K | 7 |
| SVDU28F | 7 |
| SVDU23K | 7 |
| SVDU21G | 7 |
| SVDU38F | 7 |
| SVDU17K | 7 |
| SVDU20H | 7 |
| SVDU35D | 7 |
| SVDU39G | 7 |
| SVDU20F | 7 |
| SVDU24A | 6 |
| SVDU34C | 6 |
| SVDU24K | 6 |
| SVDU18K | 6 |
| SVDU19B | 6 |
| SVDU40F | 6 |
| SVDU26B | 6 |
| SVDU28B | 6 |
| SVDU22J | 6 |
| SVDU2F | 6 |
| SVDU2B | 6 |
| SVDU19H | 6 |
| SVDU16K | 6 |
| SVDU18F | 6 |
| SVDU16D | 6 |
| SVDU27A | 6 |
| SVDU24G | 5 |
| SVDU17C | 5 |
| SVDU7E | 5 |
| SVDU1B | 5 |
| SVDU21F | 5 |
| SVDU40J | 5 |
| SVDU35C | 5 |
| SVDU29H | 5 |
| SVDU16B | 5 |
| SVDU25A | 5 |
| SVDU37H | 5 |
| SVDU22G | 5 |
| SVDU26H | 5 |
| SVDU40G | 5 |
| SVDU22C | 5 |
| SVDU28J | 5 |
| SVDU38K | 5 |
| SVDU35K | 5 |
| SVDU44K | 5 |
| SVDU42H | 5 |
| SVDU37E | 5 |
| SVDU25B | 5 |
| SVDU39A | 5 |
| SVDU27J | 5 |
| SVDU14G | 5 |
| SVDU22A | 5 |
| SVDU34A | 5 |
| SVDU25C | 5 |
| SVDU39J | 5 |
| SVDU19K | 5 |
| SVDU29A | 5 |
| SVDU14F | 5 |

**Additional observations**

**- List of SVDU communication fault event:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| SVDU1J - A1598832 | 4 |
| SVDU2E - A1609464 | 3 |
| SVDU3B - A1609461 | 2 |
| SVDU1A - A1609455 | 2 |
| SVDU2K - A1609463 | 1 |
| SVDU1B - A1609456 | 1 |
| SVDU3J - A1609462 | 1 |
| SVDU1K - A1609452 | 1 |
| SVDU3F - A1671133 | 1 |

**- List of offline DSU occurrences:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU2 - A1683202 | 15 |
| DSU3 - A1694815 | 8 |
| DSU4 - A1660245 | 5 |
| DSU23 - A1663516 | 2 |
| DSU4 - A1663533 | 1 |
| DSU3 - A1660245 | 1 |

**Details for failure code 10044400001 [The DSUD4 is not responding, as reported by multiple LRU's.]**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **LRU** | **Flight Leg** | **Route** | **Flight Phase** | **State** | **Duration** |
| DSU2 | 3865 | ORY - PTP | 1 | Inactive | 0 Hours 0 Minutes |
| DSU2 | 3884 | ORY - PTP | 1 | Inactive | 1 Hours 4 Minutes |
| DSU2 | 3919 | ORY - PTP | 1 | Inactive | 0 Hours 1 Minutes |
| DSU2 | 3923 | LFPO - TFFR | 1 | Inactive | 0 Hours 0 Minutes |
| DSU2 | 3929 | LFPO - TFFF | 1 | Inactive | 0 Hours 1 Minutes |
| DSU2 | 3934 | ORY - FDF | 1 | Inactive | 1 Hours 42 Minutes |
| DSU2 | 3940 | ORY - FDF | 1 | Inactive | 0 Hours 0 Minutes |
| DSU2 | 3946 | TFFF - LFPO | 1 | Inactive | 0 Hours 0 Minutes |
| DSU2 | 3948 | ORY - PTP | 1 | **Active** |  |
| DSU2 | 3949 | TFFR - LFPO | 5 | Inactive | 0 Hours 17 Minutes |
| DSU2 | 3952 | ORY - FDF | 1 | Inactive | 0 Hours 0 Minutes |
| DSU2 | 3954 | ORY - PTP | 0 | Inactive | 0 Hours 1 Minutes |
| DSU2 | 4007 | ORY - PTP | 0 | Inactive | 0 Hours 0 Minutes |
| DSU2 | 4013 | ORY - PTP | 1 | Inactive | 0 Hours 1 Minutes |
| DSU2 | 4050 | ORY - FDF | 0 | Inactive | 0 Hours 0 Minutes |
| DSU23 | 3948 | ORY - PTP | 1 | **Active** |  |
| DSU23 | 3949 | TFFR - LFPO | 5 | Inactive | 0 Hours 17 Minutes |
| DSU3 | 3865 | ORY - PTP | 1 | Inactive | 0 Hours 0 Minutes |
| DSU3 | 3945 | TFFF - LFPO | 8 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 3948 | ORY - PTP | 1 | **Active** |  |
| DSU3 | 3949 | TFFR - LFPO | 5 | **Active** |  |
| DSU3 | 3950 | TFFR - LFPO | 5 | **Active** |  |
| DSU3 | 3951 | TFFR - LFPO | 1 | **Active** |  |
| DSU3 | 3952 | ORY - FDF | 1 | Inactive | 0 Hours 7 Minutes |
| DSU3 | 4007 | ORY - PTP | 0 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 4013 | ORY - PTP | 1 | Inactive | 0 Hours 1 Minutes |
| DSU4 | 3831 | TFFF - LFPO | 0 | Inactive | 0 Hours 1 Minutes |
| DSU4 | 3949 | TFFR - LFPO | 5 | **Active** |  |
| DSU4 | 3950 | TFFR - LFPO | 5 | **Active** |  |
| DSU4 | 3951 | TFFR - LFPO | 1 | **Active** |  |
| DSU4 | 3952 | ORY - FDF | 1 | Inactive | 0 Hours 7 Minutes |
| DSU4 | 4025 | TFFF - LFPO | 1 | Inactive | 0 Hours 0 Minutes |

**- List of offline DSU with process crash:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU4 - A1663533 | 6 |
| DSU1 - A1667852 | 3 |
| DSU3 - A1660245 | 3 |
| DSU3 - A1694815 | 2 |

**- Verify below ADBGs stability due to high number of reported loss of communication failures:**

None

**- List of LAIC offline occurrences:**

None

**- List of CIDS Failure occurrences:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| CIDS - | 8 |

**Details for failure code 10044306002 []**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **LRU** | **Flight Leg** | **Route** | **Flight Phase** | **State** | **Duration** |
| CIDS | 3824 | ORY - FDF | 0 | Inactive | 0 Hours 4 Minutes |
| CIDS | 3846 | ORY - PTP | 0 | Inactive | 0 Hours 15 Minutes |
| CIDS | 3877 | LFPO - TFFR | 0 | Inactive | 0 Hours 2 Minutes |
| CIDS | 3978 | ORY - PTP | 0 | Inactive | 0 Hours 41 Minutes |
| CIDS | 4059 | ORY - PTP | 0 | **Active** |  |
| CIDS | 4060 | ORY - PTP | 0 | **Active** |  |
| CIDS | 4061 | ORY - PTP | 0 | **Active** |  |
| CIDS | 4062 | ORY - PTP | 0 | Inactive | 0 Hours 22 Minutes |

**- List of ICMT Process restart:**

None

**- List of ICMT Offline occurrences:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| ICMT1 - A1616502 | 3 |

**Details for failure code 10043400001 [The ICMT-G4 is not responding, as reported by multiple LRU's.]**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **LRU** | **Flight Leg** | **Route** | **Flight Phase** | **State** | **Duration** |
| ICMT1 | 3898 | ORY - PTP | 1 | Inactive | 0 Hours 3 Minutes |
| ICMT1 | 3948 | ORY - PTP | 1 | **Active** |  |
| ICMT1 | 3949 | TFFR - LFPO | 5 | Inactive | 0 Hours 17 Minutes |