**CUSTOMER INFORMATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Airline:** | Oman Air | **IFE System:** | AVANT |
| **Tail Number / MSN:** | A4O-DH / 1572 | **Software:** | v1500 |
| **Aircraft type:** | A330 |

**Daily report for 2018-06-16 and 2018-06-18**

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

**CUSTOMER REPORTED PROBLEM**

BITE data review for the period from 2018-05-01 00:00:00 to 2018-06-18 00:00:00.

**Observations and recommendations:**

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

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| SVDU29G - A1427440 | 70 |
| SVDU23E - K1427707 | 23 |

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

|  |  |  |
| --- | --- | --- |
| **LRU Name - S/N** | **Number of faults** | **Description of faults** |
| SVDU29G - A1427440 | 353 | OMAP ETHERNET COMMUNICATION |
| SVDU29G - A1427440 | 352 | FPGA COMMUNICATION |
| SVDU42J - K1427748 | 153 | OMAP ETHERNET COMMUNICATION |
| SVDU28K - A1425174 | 151 | FPGA COMMUNICATION |
| SVDU21J - K1432130 | 151 | FPGA COMMUNICATION |
| SVDU21J - K1432130 | 150 | OMAP ETHERNET COMMUNICATION |
| SVDU31G - K1427553 | 150 | VOLATILE MEMORY |
| SVDU42J - K1427748 | 150 | FPGA COMMUNICATION |
| SVDU11K - B1401432 | 144 | OMAP ETHERNET COMMUNICATION |
| SVDU11K - B1401432 | 142 | FPGA COMMUNICATION |
| SVDU43G - A1425255 | 135 | OMAP ETHERNET COMMUNICATION |
| SVDU43G - A1425255 | 135 | FPGA COMMUNICATION |

**- 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:**

None

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

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| SPB2-133AB - 007226 | 99 |
| SPB2-128DEFG - 008542 | 25 |

**- 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:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| SVDU52B - K1432088 | 5 |
| SVDU46B - A1427430 | 2 |

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

None

**Seat Reset Comparison**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **SVDU Name** | **Uncommanded resets** | **Commanded resets** | **Total resets** |
| SVDU29G | 300 | 5 | 305 |
| SVDU23E | 37 | 0 | 37 |

**- High count of seat resets:**

|  |  |
| --- | --- |
| **SVDU Name** | **Number of resets** |
| SVDU29G | 5 |

**Additional observations**

**- List of offline DSU occurrences:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU3 - A1445827 | 9 |
| DSU2 - A1669144 | 4 |
| DSU4 - A1452385 | 2 |
| DSU4 - | 1 |
| DSU3 - | 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 | 1479 | ---- - ---- | 1 | Inactive | 0 Hours 1 Minutes |
| DSU2 | 1483 | MCT - MNL | 1 | Inactive | 0 Hours 0 Minutes |
| DSU2 | 1543 | ---- - ---- | 1 | Inactive | 6 Hours 30 Minutes |
| DSU2 | 1578 | MCT - MNL | 1 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 1455 | XXX - XXX | 1 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 1461 | ---- - ---- | 1 | Inactive | 0 Hours 2 Minutes |
| DSU3 | 1465 | MCT - MNL | 1 | Inactive | 0 Hours 0 Minutes |
| DSU3 | 1475 | MCT - ILO | 1 | Inactive | 0 Hours 0 Minutes |
| DSU3 | 1480 | XXX - XXX | 1 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 1519 | MCT - MUC | 1 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 1534 | XXX - XXX | 1 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 1543 | ---- - ---- | 1 | Inactive | 6 Hours 30 Minutes |
| DSU3 | 1562 | MCT - KUL | 1 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 1584 | MCT - MXP | 1 | Inactive | 0 Hours 1 Minutes |
| DSU4 | 1480 | XXX - XXX | 1 | Inactive | 0 Hours 1 Minutes |
| DSU4 | 1534 | XXX - XXX | 1 | Inactive | 0 Hours 0 Minutes |
| DSU4 | 1543 | ---- - ---- | 1 | Inactive | 0 Hours 1 Minutes |

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

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU1 - A1496025 | 151 |
| DSU2 - A1669144 | 144 |
| DSU3 - A1445827 | 143 |
| DSU4 - A1452385 | 141 |
| DSU1 - | 1 |

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

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| ADBG5 - A1435700 | 30 |
| ADBG1 - A1002818 | 30 |
| ADBG4 - A1435708 | 30 |
| ADBG3 - A1435709 | 30 |
| ADBG6 - A1435702 | 30 |
| ADBG2 - A1435703 | 30 |

**- List of LAIC offline occurrences:**

None

**- List of CIDS Failure occurrences:**

None

**- List of ICMT Process restart:**

None

**- List of ICMT Offline occurrences:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| ICMT1 - A1690140 | 5 |

**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 | 1461 | ---- - ---- | 1 | Inactive | 0 Hours 15 Minutes |
| ICMT1 | 1465 | MCT - MNL | 1 | Inactive | 7 Hours 43 Minutes |
| ICMT1 | 1483 | MCT - MNL | 1 | Inactive | 7 Hours 41 Minutes |
| ICMT1 | 1550 | XXX - XXX | 1 | Inactive | 0 Hours 15 Minutes |
| ICMT1 | 1594 | XXX - XXX | 1 | Inactive | 0 Hours 2 Minutes |