**CUSTOMER INFORMATION:**

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

**Daily report for 2018-06-06 and 2018-06-08**

**Flight Leg id #1596 / OMA124 / MUC - MCT / 2018-06-05 19:07:17 => 2018-06-06 03:04:41**

|  |
| --- |
| **Flight status estimation:** |

Fault 400- Lost communications to LRU Host error still active or greater than 15 minutes (in cruise mode)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **LRU** | **Fault** | **Description** | **Reporting Host Name** | **Parameters** | **State** | **Detection** | **Clearing Time** | **Duration** |
| 0 | PCU-SL20A | 400 | Lost communications to LRU Host | SVDU21A | 0 / 1 / 0 | **Active** | 2018-06-05 19:12:01 |  |  |

Fault 400- Lost communications to LRU Host error with more than 5 fault less than 15 minutes (in cruise mode)

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **LRU** | **Reporting Host** | **Fault Count** |
| 0 | SVDU36F | SVDU36E | 6 |
| 1 | SVDU36F | SVDU36G | 6 |

Fault 404- still active or greater than 15 minutes (in cruise mode)

None

Fault 404- with more than 5 fault less than 15 minutes (in cruise mode)

None

Fault 406- still active or greater than 15 minutes (in cruise mode)

None

Fault 406- with more than 5 fault less than 15 minutes (in cruise mode)

None

Fault 420231- SVDU-G4 failed to mount the SDXC error still active or greater than 15 minutes (in cruise mode)

None

Fault 420231- SDXC error with more than 5 fault less than 15 minutes (in cruise mode)

None

Fault 440211- Ethernet link error still active or greater than 15 minutes (in cruise mode)

None

Fault 440211- Ethernet link error with more than 5 fault less than 15 minutes (in cruise mode)

None

**CUSTOMER REPORTED PROBLEM**

BITE data review for the period from 2018-06-01 00:00:00 to 2018-06-08 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:**

|  |  |  |
| --- | --- | --- |
| **LRU Name - S/N** | **Number of faults** | **Description of faults** |
| SVDU29G - A1427440 | 50 | OMAP ETHERNET COMMUNICATION |
| SVDU29G - A1427440 | 50 | FPGA COMMUNICATION |
| SVDU42J - K1427748 | 23 | OMAP ETHERNET COMMUNICATION |
| SVDU28K - A1425174 | 23 | FPGA COMMUNICATION |
| SVDU21J - K1432130 | 22 | OMAP ETHERNET COMMUNICATION |
| SVDU21J - K1432130 | 22 | FPGA COMMUNICATION |
| SVDU42J - K1427748 | 22 | FPGA COMMUNICATION |
| SVDU43G - A1425255 | 21 | FPGA COMMUNICATION |
| SVDU11K - B1401432 | 21 | OMAP ETHERNET COMMUNICATION |
| SVDU43G - A1425255 | 21 | OMAP ETHERNET COMMUNICATION |
| SVDU31G - K1427553 | 21 | VOLATILE MEMORY |
| SVDU11K - B1401432 | 20 | 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:**

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

**Seat Reset Comparison**

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

None

**- High count of seat resets:**

None

**Additional observations**

**- List of offline DSU occurrences:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU3 - A1445827 | 1 |
| DSU2 - A1669144 | 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 | 1578 | MCT - MNL | 1 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 1584 | MCT - MXP | 1 | Inactive | 0 Hours 1 Minutes |

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

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU1 - A1496025 | 22 |
| DSU4 - A1452385 | 22 |
| DSU2 - A1669144 | 22 |
| DSU3 - A1445827 | 20 |

**- 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:**

None

**- List of ICMT Process restart:**

None

**- List of ICMT Offline occurrences:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| ICMT1 - A1690140 | 1 |

**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 | 1594 | XXX - XXX | 1 | Inactive | 0 Hours 2 Minutes |