**CUSTOMER INFORMATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Airline:** | Qatar Airways | **IFE System:** | i5000 |
| **Tail Number / MSN:** | A7-ADS / 1928 | **Software:** | v2110 |
| **Aircraft type:** | A321 |

**CUSTOMER REPORTED PROBLEM**

BITE data review for the period from 2018-05-20 00:00:00 to 2018-04-09 00:00:00.

**Observations and recommendations:**

**- Check below TPMU due to active loss of communication failures reported:**

None

**- Check below TPMU due to LCD and touchscreen faults reported:**

None

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

None

**- Check performance of below QSEB due to communication failure reported:**

None

**- DSU loss of communication failure:**

None

**- DSU additional faults reported:**

None

**- AVCD loss of communication fault:**

None

**- AVCD additional faults reported:**

None

**- ADBG loss of communication fault:**

None