**CUSTOMER INFORMATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Airline:** | Qatar Airways | **IFE System:** | i5000 |
| **Tail Number / MSN:** | A7-ADV / 3274 | **Software:** | v2110 |
| **Aircraft type:** | A321 |

**Daily report for 2018-07-28 and 2018-07-30**



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

**CUSTOMER REPORTED PROBLEM**

BITE data review for the period from 2018-02-01 00:00:00 to 2018-07-30 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:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| SVDU8F - V0826216 | 87 |
| SVDU12A - K1000043 | 55 |
| SVDU30B - K1125211 | 12 |
| SVDU37D - K0937536 | 5 |

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

None

**- DSU loss of communication failure:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU1 - A1482152 | 1 |

**Details for failure code 10030400001 [The DSU-D3 is not responding, as reported by multiple LRU's.]**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **LRU** | **Flight Leg** | **Route** | **Flight Phase** | **State** | **Duration** |
| DSU1 | 5760 | LHBP - OTHH | 1 | Inactive | 0 Hours 16 Minutes |

**- DSU additional faults reported:**

None

**- AVCD loss of communication fault:**

None

**- AVCD additional faults reported:**

None

**- ADBG loss of communication fault:**

None

**- ICMT loss of communication fault:**

None

**- SDB loss of communication fault:**

None