**CUSTOMER INFORMATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Airline:** | Qatar Airways | **IFE System:** | AVANT |
| **Tail Number / MSN:** | A7-ANA / 88 | **Software:** | v1001 |
| **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 2016-04-04 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:**

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:**

|  |  |
| --- | --- |
| **SVDU Name** | **Number of resets** |
| SVDU38J | 6 |
| SVDU40J | 5 |

**Additional observations**

**- List of offline DSU occurrences:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU3 - A1690374 | 2 |
| DSU2 - A1690371 | 2 |
| DSU4 - A1692557 | 2 |
| DSU23 - A1733718 | 2 |

**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 | 665 | DOH - DOH | 1 | Inactive | 0 Hours 0 Minutes |
| DSU2 | 681 | DOH - FRA | 1 | Inactive | 0 Hours 0 Minutes |
| DSU23 | 665 | DOH - DOH | 1 | Inactive | 0 Hours 1 Minutes |
| DSU23 | 681 | DOH - FRA | 1 | Inactive | 0 Hours 0 Minutes |
| DSU3 | 665 | DOH - DOH | 1 | Inactive | 0 Hours 1 Minutes |
| DSU3 | 681 | DOH - FRA | 1 | Inactive | 0 Hours 0 Minutes |
| DSU4 | 665 | DOH - DOH | 1 | Inactive | 0 Hours 1 Minutes |
| DSU4 | 681 | DOH - FRA | 1 | Inactive | 0 Hours 0 Minutes |

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

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU2 - A1690371 | 9 |

**- 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 - A1665544 | 2 |
| ICMT2 - A1678509 | 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 | 665 | DOH - DOH | 1 | Inactive | 0 Hours 1 Minutes |
| ICMT1 | 681 | DOH - FRA | 1 | Inactive | 0 Hours 0 Minutes |
| ICMT2 | 681 | DOH - FRA | 1 | Inactive | 0 Hours 0 Minutes |