**CUSTOMER INFORMATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Airline:** | Saudia Airlines | **IFE System:** | AVANT |
| **Tail Number / MSN:** | HZ-AK40 / 61598 | **Software:** | CUST-1004-02 |
| **Aircraft type:** | B777 |

**Daily report for 2018-07-22 and 2018-07-24**



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

**CUSTOMER REPORTED PROBLEM**

BITE data review for the period from 2018-04-04 00:00:00 to 2018-07-24 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** |
| SVDU37K - K1626112 | 25 | OMAP ETHERNET COMMUNICATION |
| SVDU37K - K1626112 | 25 | FPGA COMMUNICATION |
| SVDU90B - K1627092 | 24 | FPGA COMMUNICATION |
| SVDU90B - K1627092 | 24 | OMAP ETHERNET COMMUNICATION |
| SVDU659M - A1532085 | 23 | LCD CURRENT |

**- Check performance of below SVDUs due to SDXC Card not present on SVDU-G4 error report:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| SVDU47L - K1619881 | 12 |
| SVDU30E - K1619911 | 12 |
| SVDU47J - K1619952 | 1 |
| SVDU30E - | 1 |

**- 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

**- Check performance of below SVDU due to high number of communication ERROR reported between the Server and Client:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| SVDU30A - K1619925 | 3 |
| SVDU56C - K1626162 | 3 |
| SVDU41H - K1626121 | 2 |
| SVDU37L - K1626051 | 1 |
| SVDU52C - K1626133 | 1 |
| SVDU39D - K1626255 | 1 |
| SVDU16D - A1534622 | 1 |
| SVDU55B - K1626378 | 1 |
| SVDU50H - K1626356 | 1 |
| SVDU58C - K1627215 | 1 |
| SVDU43K - K1626050 | 1 |
| SVDU37K - K1619418 | 1 |
| SVDU50J - K1626340 | 1 |
| SVDU53A - K1626154 | 1 |
| SVDU39H - K1626246 | 1 |
| SVDU56A - K1626557 | 1 |
| SVDU41J - K1626079 | 1 |
| SVDU54A - K1626127 | 1 |
| SVDU51H - K1626217 | 1 |
| SVDU23H - A1681551 | 1 |
| SVDU52B - K1622803 | 1 |
| SVDU38D - K1626281 | 1 |
| SVDU21H - A1662098 | 1 |
| SVDU42H - K1626186 | 1 |
| SVDU42J - K1626142 | 1 |
| SVDU20A - A1662086 | 1 |
| SVDU55A - K1626134 | 1 |

**Seat Reset Comparison**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **SVDU Name** | **Uncommanded resets** | **Commanded resets** | **Total resets** |
| SVDU47L | 10 | 0 | 10 |
| SVDU30E | 18 | 2 | 20 |
| SVDU47J | 10 | 3 | 13 |

**- High count of seat resets:**

|  |  |
| --- | --- |
| **SVDU Name** | **Number of resets** |
| SVDU51H | 5 |
| SVDU52J | 5 |

**Additional observations**

**- List of SVDU communication fault event:**

None

**- List of offline DSU occurrences:**

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU2 - A1619453 | 1 |
| DSU23 - A1655411 | 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 | 1619 | IAD - RUH | 0 | Inactive | 0 Hours 2 Minutes |
| DSU23 | 1601 | RUH - IAD | 5 | Inactive | 7 Hours 25 Minutes |

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

|  |  |
| --- | --- |
| **LRU Name - S/N** | **Number of faults** |
| DSU2 - A1619453 | 1 |
| DSU3 - A1652521 | 1 |

**- 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:**

None