



Service Information Letter

SIL Number:	606-00083-010		
To:	Owners/Operators of Avidyne Release 9-equipped aircraft		
Subject:	Boot-up and GPS Receiver Loading Errors		
Purpose:	This Service Information Letter (SIL) advises owners and operators of Avidyne Entegra Release 9-equipped aircraft of three issues. 1.) When starting up Release 9 there are cases where the IFDs do not start-up completely. 2.) During the Release R9.2.1 upgrade the GPS receiver software may not load correctly. In these instances, the GPS receiver will become non-functional. 3.) Only primary flight information is displayed due to software scheduling conflict.		
Revision:	01	Date:	09/09/2011

Problem Description

- 1) This Service Information Letter (SIL) advises owners and operators of Avidyne Entegra Release 9-equipped aircraft that there is a possibility that an IFD will power up with only the upper half displayed. This problem is caused by an internal system safety mechanism which determines there is a performance issue with the software controlling the lower half of the display screen.
- 2) During the field-loading process of updating the GPS receiver, there have been reports of receivers that have not accepted the Release 9.2.1 software update. If the GPS receiver does not successfully accept the software update, the GPS will not operate and a new software load is not possible in the field. The GPS receiver must be returned to Avidyne for repair.
- 3) On very rare occasions the lower half of an IFD is removed due to a strict software scheduling design issue that causes a software partition to shut down. When this timing issue occurs the higher priority software remains displayed (this is the upper half primary flight information), while the lower priority software, (FMS, moving map, engine instruments, checklists, etc.) is removed in order to not present false or misleading information.

Solution

- 1) The start-up failure only has occurred during the first sixty seconds of IFD operation. The problem has not yet been observed after the first sixty seconds or during normal operation of the units. In the event that the lower half of the IFD screen fails to appear following power-on, the failing IFD should be reset.



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- 2) The GPS loading failure can only be resolved by returning the GPS receiver blades to Avidyne for repair. Avidyne will correct the issue on your blade or provide an exchange, if one is available. It is encouraged for the installer to install the R9.2.1 or R9.2.3 software prior to the DFC100 work just in case the GPS blade experiences this issue.
- 3) This timing issue has been resolved in the R9.2.3 software. It is recommended that installers upgrade to R9.2.3 at the next opportunity.

Effectivity

Description	IFD5000
Avidyne Part Number	700-00083-()
Avidyne Software Release	Release 9.0, 9.0.1, 9.0.2, 9.0.2.1, 9.1, 9.1.1, 9.2, 9.2.1, 9.2.2

Only Release 9 software version R9.2.1 is affected by the bootup anomaly. All Release 9 software versions (9.0.0, 9.0.1, 9.0.2, 9.0.2.1, 9.1, 9.1.1, 9.2) are affected by the GPS receiver loading anomaly and the scheduling anomaly. The resolution to these issues have been included in the next release, R9.2.3 or R9.3.

Contact Information:

Any customer who experiences the symptoms described above can contact the Avidyne Entegra Release 9 Hotline.

Avidyne Entegra Release 9 Hotline: 1-877-MyAVIR9 (1-877-692-8479)