

SUBJECT: MFD Firmware Update for Eclipse 550® MFD Flickering
Aircraft Type: Eclipse 500 and Eclipse 550®
Effectivity: Aircraft Equipped with 9D-84100-3 MFDs
Applicability: Aircraft with IFMS 2.7 or Higher

1. SUMMARY

Several customers have noted screen flickering in certain MFD's under specific conditions. After an exhaustive investigation a solution has been identified and is being made available to all affected customers at no cost. This letter will provide the details of how the solution will be delivered.

2. BACKGROUND

Eclipse Aerospace, Inc. (EAI) and Innovative Solutions and Support (IS&S) have investigated a number of MFDs with display flickering. The result of the investigation produced a solution in the form of an MFD firmware update. This update is not field-loadable. It must be installed by IS&S in their factory service center.

3. ECLIPSE ACTION

EAI and IS&S recently completed testing and certification of the firmware update. The update will be referred to as Mod B. EAI and IS&S are making the Mod B update available to all customers with IFMS 2.7 or higher at no cost to the customer.

EAI is covering the cost of the update. EAI will also cover the labor if the work is performed in an EAI authorized service center. Shipping and labor to remove and re-install the MFD at the customer's facility are the responsibility of the customer.

4. SUGGESTED OPERATOR ACTION

There are three options for getting the Mod B update.

1. Order a replacement MFD from customer service. The MFD will be configured for your aircraft and shipped to your facility. The usual core charge and deposit requirements apply for this option.
2. Pre-arrange with EAI customer service to remove the MFD from your aircraft. Customer Service will provide the paperwork and shipping address to ship the MFD to IS&S. The turn-around time for the update at IS&S will be 5 to 7 days. Please plan on the aircraft being out of service for about 12 days.
3. Schedule the aircraft into an EAI authorized service center for the MFD replacement.

5. EXPORT CONTROL

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