

SUBJECT: Sending DSU Data to Service Engineering
Aircraft: Eclipse 500, Eclipse 550
Effectivity: All Aircraft
Applicability: All Aircraft

1. SUMMARY

This SIL provides guidance regarding the process to send DSU data to EAI Service Engineering.

2. BACKGROUND

EAI Service Engineering has received numerous requests for instructions on how to send DSU data for evaluation.

3. ECLIPSE ACTION

EAI Service Engineering has established the procedures contained in this SIL to provide complete guidance for downloading DSU data from the aircraft and sending it to EAI.

4. SUGGESTED OPERATOR ACTION

Owner/operators and maintenance providers are encouraged to review and use these procedures when sending DSU data to EAI Service Engineering.

Downloading the DSU

You must have a USB drive, also known as a thumb drive, zip drive, flash drive, or memory stick, with at least 2GB, preferably 4 or 8GB of available memory. The Lexar TwistTurn 16GB is currently the preferred unit. A list of selected flash drive models and whether they are compatible with the DSU is on the last page of this guide.

- If you purchase a flash drive off the shelf it should be formatted as FAT32 before using it to download the DSU. Make sure the drive is completely empty. (Uninstalling the Sandisk software is also required if a Sandisk USB drive is used)
- If you are using a P/N 20-121580-1001 or 20-121580-1002 flash drive from Eclipse Aerospace, all of the necessary formatting and software removal procedures have already been performed.

Download the DSU by following these steps.

1. Apply external power to the aircraft.
2. Power up the aircraft
3. Wait about 2 minutes.
4. Insert the drive into the co-pilot armrest USB port.

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5. Wait 15 to 20 minutes, or until the drive light stops blinking for at least 1 minute, then remove the drive from the USB port.
6. Shut the aircraft off and remove external power from the aircraft.

Verify a complete DSU Download by following these steps.

1. Plug the flashdrive into the PC.
2. Go to the flashdrive's root directory. It will be something like e:/
3. Open the downloadreport.txt file.
4. Look for the line that contains the following
5. Finished download FH to /mnt/memStick/flightHistory/EA500.000XXX (Where XXX is the aircraft serial number.
6. This is your assurance that the entire download was transferred to the flashdrive.
7. If that line is not in the file it means the flashdrive was removed from the aircraft too soon (i.e. incomplete download).
8. If the line starts with "Failed to download FH to ..." that means the DSU did not successfully transfer all the data.

Uploading the data using the Eclipse Aerospace Uploader

The DSU data uploader on the Eclipse Aerospace website is unavailable. We are currently recommending that all customers use the wetransfer method listed below.

Uploading the data using wetransfer.com

Sending the DSU data using the file transfer site wetransfer.com is a good alternative to the Eclipse Aerospace Uploader if it is unavailable. Upload the data to Eclipse Aerospace by following these steps:

1. Copy the entire contents of the flash drive onto the hard drive of your computer.
2. Navigate to and open the 'flightHistory' folder.
3. Compress the file.
 - A. If using a PC: Select the '.eaofh' file then Right-click > Send to > Compressed (zipped) folder. Do not change the default file name.
 - B. If using a MAC: Select the '.eaofh' file then Right-click > Compress [Folder Name]. Do not change the default file name.
4. Open a web browser and go to <http://www.eclipseaerospace.wetransfer.com>
5. Click the '+ Add files' button on the webpage.
6. In the File Upload dialog window, navigate to the compressed file, select it, then click 'Open' (PC), or 'Choose' (MAC).
7. If necessary, enter 'service.engineering@eclipse.aero' in the 'Friend's email' box (it should be there already).

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8. Enter your email address in the 'Your email' box.
 9. Enter a brief message in the 'Message' box with the reason for sending the data.
 10. Click 'Transfer'.
- When complete, you will receive an email from wetransfer indicating the upload was successful.
 - EAI Service engineering will receive a notification email from wetransfer when the file is available for downloading.
 - You will receive a second email from wetransfer when the file is downloaded by EAI Service Engineering.

Flash Drive Model Compatibility

The following flash drives are known to work with the DSU. Others may work as well, but Service Engineering recommends these for best performance:

- Lexar TwistTurn 16 GB – Model LJDTT16G-000-015 (The current EAI preferred model)
- Lexar S50 8 GB – Model LJDS50-8GB-000-109
- Lexar JumpDrive 360 2 GB – Model JDSW2GB, Rev B
- Lexar FireFly JDFF4GB-00-5015, Rev K
- SanDisk Cruzer U3 Titanium Plus 4 GB - Model SDCZ28-004G-A11
- SanDisk Cruzer U3 Micro 4 GB – Model SDCZ6-4096RB
- SanDisk Cruzer Glide 8 Gb – Model SDCZ60-008G

The following flash drives are known to not work with the DSU:

- SanDisk Cruzer 4 GB – Model SDCZ36-004G
- Lexar JumpDrive 360 2 GB – Model JDSW2GB, Rev C
- Lexar JumpDrive 360 2 GB – Model JDSW2GB, Rev D
- Lexar JumpDrive 360 2 GB – Model JDSW2GB, Rev E

5. EXPORT CONTROL

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