

1. Approving Competent Authority / Country / Autorité compétente / Pays DIRECTION GENERALE DE L'AVIATION CIVILE FRANCE	2. AUTHORISED RELEASE CERTIFICATE Certificat Libérateur Autorisé EASA FORM 1 Formulaire 1 de l'EASA	3. Form Tracking Number N° de repère du Formulaire 105854085
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4. Organisation Name and Address : Nom et Adresse de l'Organisme :	ROCKWELL COLLINS FRANCE 6 AVENUE DIDIER DAURAT 31700-BLAGNAC-FRANCE	5. Work Order / Contract / Invoice Bon de commande / Contrat / Facture R371079
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6. Item / Item	7. Description / Description	8. Part No. / N° de pièce	9. Qty / Qté	10. Serial No. / N° série	11. Status / Work / Etat / Travaux
000010	HTSE-6116 / HIGH DEFINITION TOUCHSCREEN,	822-2647-100	1	3602-0034	REPAIRED

12. Remarks
Remarques


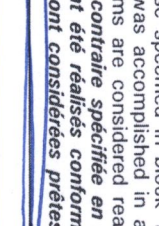
Refers to Service Notification/Memorandum (see Form Tracking Number in block 3) .
1. Repaired, Inspected & Tested.

This Unit was maintained by VIDEON (WORK SHOP REPORT SA NUMBER 12697) and Tested by RockwellCollins France.

Unit tested in accordance with Rockwell Collins
ACMM 523-0820162 Ed 1, Rev 3, Tmp Rev - Dated 09/30/14 .

Transport Canada Approval: N° 802-05.

The work identified in Block 11 and described herein has been
accomplished in accordance with 14 CFR Part 43 and in respect to
that work, the items are approved for return to service under
certificate No B9CY096N

13a. Certifies that the items identified above were manufactured in conformity to Certifie que les éléments identifiés ci-dessus ont été fabriqués conformément aux : <input type="checkbox"/> approved design data and are in condition for safe operation données de conception approuvées et sont en état de fonctionner en toute sécurité <input type="checkbox"/> non-approved design data received in block 12 données de conception non approuvées reçues dans la case 12	13b. Authorised Signature Signature autorisée 	13c. Approval/Autorisation No Numéro d'approbation/d'autorisation N/A	13d. Name / Nom Frédéric David	13e. Date (dd mm yy) Date (jj mm aa)
14a. <input checked="" type="checkbox"/> Part 145.A.50 Release to Service Approbation pour remise en service Selon Partie 145.A.50 <input checked="" type="checkbox"/> Other regulation specified in block 12 Autre réglementation précisée en case 12	14b. Authorised Signature Signature autorisée 			
14c. Certificate/Approval Ref No N° du Certificat/Agrément FR.145.0121	14d. Name / Nom Frédéric David APRS 263	14e. Date (dd mm yy) Date (jj mm aa)	04/MAR/2020	

USER/INSTALLER RESPONSIBILITIES / Responsabilités de l'utilisateur/installateur
This certificate does not automatically constitute authority to install the item(s).
Ce document ne constitue pas forcément l'autorisation d'installer l'item(s).

Where the user/installer performs work in accordance with regulations of an airworthiness authority different than the airworthiness authority specified in block 1 it is essential that the user/installer ensures that his/her airworthiness authority accepts items from the airworthiness authority of the airworthiness authority mentioned in block 1.
Quand l'utilisateur/installateur travaille selon les réglementations d'une autorité de navigabilité différente de l'autorité de navigabilité mentionnée dans la case 1, il est essentiel que l'utilisateur/installateur s'assure que son autorité de navigabilité accepte les items libérés par l'autorité de navigabilité mentionnée dans la case 1.

Statements in blocks 13a and 14a do not constitute installation certification. In all cases aircraft maintenance records must contain an installation certification issued in accordance with the national regulations in cases 13a et 14a ne constituent pas une certification de montage. Dans tous les cas le dossier d'entretien de l'aéronef doit contenir une certification d'installation délivrée conformément aux règlements nationaux par l'utilisateur/installateur avant que l'aéronef puisse voler.

Service Memorandum

Service Notification: 105854085

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Customer: AJ WALTER AVIATION LTD		Contract Number: 40308214		Repair Station Certificate #: R9CY096N FR.145.0121	
Customer P.O. Number: R371079		Cust Reject #:		ROCKWELL COLLINS FRANCE R9CY096N FR.145.0121 PO Box 20008 F-31700 BLAGNAC France	
Date Equipment Received: 17.01.2020		Govt Incoming Doc # :		For Questions Regarding This Service Work, Please Contact Customer Service at: Phone : +33 61418824 Fax :	
Outgoing Equipment	Incoming Equipment	Aircraft Information			
Equipment Type/Model : HTSE-6116	HTSE-6116	Type : Airbus A320-200			
Part Number : 822-2647-100	822-2647-100	Serial Number: 5637			
Serial Number/MCN : 3602-0034	3602-0034	Tail No : ZSSZA			
Description : HIGH DEFINITION TO	HIGH DEFINITION TO	Position :			
Mil Nomenclature :		Removed at Gateway:			
Customer Part Number :		Date Unit Removed : 10.01.2020			
Customer Serial Number:					
Customer Complaint/Instructions ECP REBOOTS AFTER 6 MIN AND GET STUCK ON LOADING PAGE					
Preliminary Inspection Results: SEAL INTACT.					
Hidden Damage Inspection Results NONE.					
Was the Complaint Verified? YES		Were There Any Defects Found? YES			
Description of What Was Wrong with the Equipment: IN RCF: CUSTOMER COMPLAINT WAS VERIFIED. FAIL OCCURRED DURING VIDEO TEST. WE ALSO FOUND GLITCHES AND COLORS ISSUES. SUBCONTRACTOR: CONFIRMED CUSTOMER AND TECHNICIAN FINDINGS. WILL REPROGRAM TO RESOLVE ISSUE NOTED. DETERMINED THAT THE DDR RAM MEMORY SOCKET WAS FAILING AND CAUSING THE A/V TO HANG. REPLACED MAIN BOARD TO RESOLVE. COULD NOT DUPLICATE TECHNICIAN FINDINGS OF GLITCHES AND COLORS ISSUES. UNIT DID NOT EXHIBIT THESE ISSUES BUT VIDEO WOULD HANG ON PLAYING VIDEOS UNIT PASSED FULL ATP. ENHANCED INSPECTION AND HANDLING.					
Airworthiness Directives NO AD'S APPLICABLE TO THIS ARTICLE.					
Description of Service Work Performed: CONFIRMED CUSTOMER'S REJECTION.UNIT SUBCONTRACTED UNDER RCF REF PO 4507385462 ITEM 10. Replaced main board. UNIT FINAL TESTED & RECERTIFIED. REFERS TO VIDEON WORK SHOP REPORT SA NUMBER 12697 FOR SERVICE DETAILS. IN RCF: FINAL BENCH TEST OK.					

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Service Bulletins/Mods Installed This Return:

None

Outgoing Service Bulletin Configuration:

1,2,3

This Article Has Been Certified Airworthy
On 04.03.2020 By Frédéric David APRS 263



Preliminary Inspection	: 21.01.2020	By Alex Da Silva
Hidden Damage Inspection	: 04.03.2020	By N / A
Service	: 04.03.2020	By N / A
Final Test	: 04.03.2020	By Alex Da Silva
Tested Per 1	: 523-0820162	ED. 01 REV. 03 TEMP REV. -
Final Inspection	: 04.03.2020	By Frederic David

Defective / Failed Parts Replaced

Part Number

Description

Circuit Symbol

7. GUARANTEE

7.1 LEGAL GUARANTEE

According to article 1641 of the French Civil Code, RCF guarantees the Customer against the hidden defects of the Repair. This guarantee is limited to the duration of the contractual guarantee and the Customer shall notify RCF in writing of any defect within eight (8) days after the defect was noticed and of its desire to make a claim under such guarantee.

7.2 CONTRACTUAL GUARANTEE

RCF guarantees that at the time of the delivery the repaired Products are in working order.

RCF guarantees the repair performed during twelve (12) months commencing from the delivery date of the repaired Product.

This guarantee will only apply to the extent that the repaired Product has been correctly maintained, following RCF's guidelines and provided that the repaired Products have been used in normal conditions.

The guarantee does not apply to the defects resulting from a fair wear and tear, from an abnormal use, negligence in the maintenance or in the upkeep.

This guarantee shall not apply to the Products that have been modified after leaving RCF plant, unless these modifications have been accepted by RCF.

This guarantee becomes void for any repaired Product that has been involved in an accident or in a fire.

RCF shall determine whether the Product shall be replaced or repaired. The guarantee does not cover the Customer's labour expenses for disassembling the equipment, replacement, repairing, adjustments, reinstallation or any other work.

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The transport and insurance expenses related to the Product's return to RC-F's plant will be payable by the Customer and the expenses for transport and insurance of the Product back to the Customer will be paid by RCF.

When returning the Product for Repair, the Customer will supply RCF with a detailed report regarding the claim for repair.

With regard to the State of the art, RCF does not, in any event, guarantee that the software will operate without interruption and without blocking errors, nor that it will allow the Customer to achieve his objectives.

The Customer shall take any appropriate measure, under his responsibility, to reduce, as much as possible, the harmful consequences of any incident or malfunction, specifically with regard to the necessary safeguards and to submit in due time any difficulty to RCF. RCF's sole obligation with regard to this guarantee of the software shall be to endeavour to correct the noticed defect or to apply a bypass solution within a reasonable time. This rectification shall only apply to the last version delivered by RCF and excludes any modifications made directly by the Customer without RCF's previous agreement.

THIS PROVISION CONSTITUTES RCF'S SOLE OBLIGATION OR LIABILITY CONCERNING ANY DEFECTIVE REPAIR AND PREVAILS ON ANY OTHER IMPLICIT OR EXPLICIT GUARANTEES EXISTING IN ANY OTHER DOCUMENT. UNDER NO CIRCUMSTANCES SHALL RCF BE RESPONSIBLE FOR THE DIRECT OR INDIRECT OR CONSEQUENTIAL DAMAGES CAUSED BY A REPAIRED PRODUCT, IN PARTICULAR, AND WITHOUT BEING EXHAUSTIVE, FOR THE DEPRIVATION OF SOFTWARE ENJOYMENT, FOR DATA LOSS, FOR LOSS OR PROFIT OR FOR EXPENSES AND COSTS INCREASE, INCLUDING THE FILE RECONSTRUCTION EXPENSES, THE WORKING LOSSES, THE LOSSES OF COMMERCIAL CONTRACTS.

If the Product cannot be forwarded to RCF's plant to be repaired or replaced under the guarantee, the work will be done at the previously agreed price between the parties. In this case, RCF shall be relieved from any liability regarding the work that has not been done under its control.

If RCF so desires, the defective items shall be returned to RCF, at its expense and shall become its property once they have been replaced.

Workshop Report			Form ID: 10000661-002
Videon SA Number	12697	Cust RMA Number	12697

Unit Information				
Customer	Rockwell Collins		Customer Serial	3602-0034
ATP / CMM Number			ATP / CMM Revision	
Configuration Received		Configuration Dispatched		
Cust Part Number	822-2647-100	Cust Part Number	822-2647-100	
Videon Part Number	8222647100	Videon Part Number	8222647100	
Serial Number	3602-0034	Serial Number	3602-0034	
LRU Mod Level Received	1	2	3	4
LRU Mod Level Dispatched	1	2	3	4

Reason for Return	
#	Description
1	<p>Customer complaint:</p> <ul style="list-style-type: none"> - ECP REBOOTS AFTER 6 MIN AND GET STUCK ON LOADING PAGE <p>RC Findings:</p> <ul style="list-style-type: none"> - CUSTOMER COMPLAINT WAS VERIFIED. - FAIL OCCURRED DURING VIDEO TEST. - WE ALSO FOUND GLITCHES AND COLORS ISSUES. <p>Mod status: 1,2,3</p>

Evaluation / Incoming Inspection			
Task	Description	Technician	Date
1	Incoming Inspection: Unit received with scuffs and scratches on both front and rear bezels.	Kevin Hillard	02/10/2020
2	Incoming Test: Unit booted to normally to Awaiting Platform Announce. Platform Announce to Videon test mode,	Kevin Hillard	02/10/2020
3	Videon Findings: Unit has MODs 1 - 3 already implemented. These are the current MODs for this model.	Kevin Hillard	02/10/2020
4	Incoming Software: Unit has software version dPaves 216-52-4 and Build P/N 811-5168-027. This is current factory software.	Kevin Hillard	02/10/2020
5	Incoming Test 2: Confirmed customers and technicians findings that units A/V hangs during the video testing. Will reprogram to resolve issue noted. Unit passed all other functional tests.	Kevin Hillard	02/10/2020
6	Incoming Test 3: Determined that the DDR RAM memory socket was failing and causing the A/V to hang. Replaced main board to resolve issue.	Kevin Hillard	02/13/2020
7	Incoming Test 4: Unit now passes all functional tests after being reprogrammed and repairs were made.	Kevin Hillard	02/13/2020
8	Customer reason for Failure: Confirmed customers and technicians findings that unit will hang on A/V playing videos. Replaced main board to resolve issue noted.	Kevin Hillard	02/13/2020



9	Technician Reason for Failure: Could not duplicate technicians findings of glitches and colors issues. Unit did not exhibit these issues but video would hang on playing videos.	Kevin Hillard	02/13/2020
10	Final Test: Unit passed a full ATP.	Kevin Hillard	02/14/2020

Repairs			
Task	Description		Date
1	Replaced main board.		Kevin Hillard
			02/13/2020
	Qty	VCI Part Number	Description
	1	VCBOM10003366	Serial Number
			HTSE MAIN BOARD (NEC)
			3366-3170

