



Dornier 328  
Customer Support  
Information



328 Support Services GmbH  
Customer Support - Global Support Centre  
Phone +49 (0)8153 88111 6666  
Telefax +49 (0)8153 88111 6565  
e-mail gsc.op@328support.de  
P. O. Box 1252 - D-82231 Wessling/Germany

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## Subject: Update to Operators Conference 2010

Dear valued Customer,

During the last Operators Conference in December 2010 several technical items were discussed. Please find enclosed a table in relation to the MoMs with information and current status for those items solutions are found or some progress was registered.

For the items not listed work or investigation is in progress and an update will be provided with the next quarterly report.

Please review and feel free to comment as necessary.

Thank you for your co-operation!

  
Bernhard Schuster  
Head of Customer Support

  
Alexander Zirkel  
Manager Customer Support

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Model 328-ALL

Rev. No. \_\_\_\_\_

No. CSI-328ALL-2011-02

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Date of Issue Aug 08, 2011

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Update to Operators Conference 2010

MoM numbering	Objective	Subobjective	Reference to Presentation	Subject	Requests / Statements from the Audience	Status
6	Technical Subjects		4.5	AOG Support	328SSG has missed response times for SPRs as given in CSM.	24/7 service is in discussion. A voice mail box will be installed til end of September.
10	Technical Subjects		6.12	Diagonal Rod Inspection	328SSG should establish a guidance material for proceeding the NDT inspection in order to categorize the results better in findings and non findings.	Revised ASB was released. 328Design is working on a exchange of the X-Rod
14	Caucas			24/7 Service	A 24/7 Service would be appreciated by the Operators.	24/7 service is in discussion. A voice mail box will be installed til end of September.
18.1	Vendor	Honeywell		USB data loader	Time out during data exchange. Honeywell will find a solution for the problem with "time out".	Honeywell work on a proper solution and anticipate to have it available until December
18.2	Vendor	Honeywell		EGPWS	A upgrade of the EGPWS is not possible. New GPS must certified for 328-100 A/C. Honeywell will work together with 328SSG in order to find a solution.	EGPWS Mark 8 installation only possible together with IAC upgrade.
18.3	Vendor	Honeywell		Upgrade of IAC	Honeywell does not support an upgrade of the IAC because there is no business case.	IAC upgrade under negotiations.
18.4	Vendor	Honeywell		2nd FMS	Honeywell should prepare answers to following questions: -Delivery time -Cost -Downtime for A/C	2nd FMS is an option for 328-300 A/C. Further detailed information can be provided through GSC on request. For 328-100 A/C an installation of 2nd FMS is not possible at present due to limited space.
18.5	Vendor	Honeywell		Controller Pilot Data Link Communication (CPDLC)	A certification is currently not planned.	Only possible with FMS upgrade to 6.1 and new CDU
18.6	Vendor	Honeywell		Display Units (Flat screens)		The price for five new DU's is about 750.000 \$. No special offer available from Honeywell. Plug and Play is not possible.
19.1	Vendor	P&WC		306B Engine	Is an upgrade to Phase 4 possible?	Upgrade to Phase 4 is possible with implementing SB25229, SB25230, SB25234
20.1	Vendor	Thales		New HECs	328SSG needs a DDP from Thales due to approve the new HEC sensors.	New HECs amendment E certified
20.2	Vendor	Thales	6.2	DC Generator	Brush change	SB is released, the gauges will be available until September

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