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SERVICE INFORMATION LETTER

Possible Intermittent/Complete Loss of XM Meteorological Terminal Aviation Routine Weather Report (METAR) Display on the PC12 APEX Platforms - XMD-157 XM Weather Receiver, PN 4092743-90X

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SERVICE INFORMATION LETTER

Transmittal Information

Publication Number D201501000083

Summary

This is the INITIAL release.

Revision History

This service information letter has had no revision(s) as shown in Table 1.

Table 1. Revision History

Revision Number	Revision Date
0	5 Feb 2015

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SERVICE INFORMATION LETTER

1. General Information

A. Effectivity

- (1) This service information letter is applicable to all PC-12 NG operators with APEX build 8.X using the Honeywell XM weather receiver, PN 4092743-90X.

B. Reason

- (1) This service information letter is to advise PC-12 NG operators that few operators have reported intermittent/complete loss of XM METAR display on the APEX platforms, the other XM products continued to be displayed as per requirements. The intermittent/complete loss happens at random times.
- (2) Honeywell investigations revealed two main reasons for METAR information getting dropped.
 - (a) The METAR packets intermittently failing cyclic redundancy checks (CRC) and hence getting dropped by XM software.
 - (b) Large packets get dropped due to an internal software limitation.

C. References

- (1) Not applicable.

D. Summary

- (1) Honeywell has completed the root cause investigation of the issue and identified to update the METAR packet size in XM software along with XM firmware update for XM receiver. Honeywell is planning for SW update to be included in a future APEX SW build and a receiver modification coinciding with the APEX SW update.

E. Action

- (1) Contact Honeywell personnel at the location identified below if there are any questions.

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