

SB 3500-13 Service Bulletin

Date: August 20, 2009
Regarding: SN3500 with LED Backlight – display discoloration
Revision: A, Initial Release

Reason

Problems in the field with display discoloration.

Applicability

Applies to all serial numbers SN3500-XXX with LED backlighting without MOD 2. (All units shipped prior to August 24, 2009).

Description

There have been an increasing number of units returned to the factory for repair due to a discoloration (darkened area) in the center of the screen. This appears to occur on a random basis and some units are not affected. This problem has been traced to a combination of manufacturing tolerances and a plastic polarizer in the optical system which is not meeting its published specifications.

NOTE: This is a cosmetic condition, not a safety of flight condition.

A replacement glass polarizer has been designed which is not subject to this problem. This part can be factory retrofitted into any existing LED backlight unit.

Compliance

On condition. The factory will perform this modification at any time during the service life of the affected unit. We recommend this repair be performed at a convenient time during normal airframe maintenance so it will not affect dispatch.

To schedule the modification please contact Sandel and obtain an RMA number. Contact Sandel at 760-727-4900, select option '3' and then option '1' for RMA assistance. Or email sales@sandel.com with your contact information.

Warranty Reimbursement

None.

Documentation

None.

Approval

This modification does not affect the original approval.

Identification

SN3500 units with the modification will be marked with MOD 2.

END