

# Problem Report Briefing

**FIT Asia**

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# Introduction

- PRs filed via ISPACG-CRA, NAT DLMA, IPACG CRA Problem Reporting website: <http://www.ispacg-cra.com/>
- Website hosted by Airways Corporation of New Zealand Limited
- PR numbering scheme appends initials of prime investigator

## PR Status Definitions

- **RAISED** - the PR has been filed by the originator but has not yet been processed by the DLMA
- **ACTIVE** - DLMA has processed the PR and allocated a PR # and someone to investigate it. During this phase the PR is under investigation
- **OPEN** - The DLMA investigation is complete however some form of correction is required before it can be closed
- **CLOSED AS DUPLICATE** - Closed because problem is already covered/tracked under another PR
- **CLOSED** – Corrective action has been implemented

# 1482-MM Loss of ADS and CPDLC

- Messages are missing and several delay transmissions have been noticed
- The datalink issues are due to poor SATCOM and HF performance
- The CRA notified the airline to look into specific aircraft tail number avionics issue
- Status CLOSED

# 1493-MM – Failed CPDLC transfer and excessive ADS-C contract requests

- Active center did not transfer CPDLC authority to next center. Also, active center sent approximately 285 incorrect ADS-C event contract requests to the aircraft during the 43-minute period
- The active center is a new center coming online
- CRA notified Active center and explained the proper procedures as documented in GOLD
- Status CLOSED

## 1494-MM – Failed CPDLC transfer

- Active center did not perform automatic transfer CPDLC authority to next center
- Active center instructed flight crew via free-text message to perform manual logon on to Next Center ("LOG TO DATA LINK XXXX")
- CRA notified Active center and explained the proper transfer procedures as documented in GOLD
- Status CLOSED

# 1499-RP log on to XXX, connected but would not work

- Flight crew attempted to manually logon to other centers
- Connection with other centers were rejected
- The flight crew should have disconnected the active connection prior to attempting to connect to a new center
- CRA notified operator of proper logon procedures as documented in GOLD
- Status CLOSED

## 1503-MM No auto transfer

- The transfer from XXXX to YYYY failed
- XXXX improperly sent free-text CONTACT YYYY CONTROL and disconnect uplinks and did not properly designate YYYY as the Next Center
- CRA notified Active center and explained the proper transfer procedures as documented in GOLD
- Status OPEN



## 1530-SN No Auto transfer

- The Active Center was not configured to support automatic data link transfers
- CRA notified Active center and explained the proper transfer procedures as documented in GOLD
- CRA has offered to test handoffs using the test bench
- Status OPEN

# 1633-SN No response to CPDLC MSG and use of Free text

- Received 2 ATC instructions to climb and maintain FL360 due to traffic. Both messages the crew could not Reject the clearance
- A free text reject message was sent by crew as the crew were unable to climb due to performance
- The two climb clearances were sent using free text.
- CRA notified Active center and explained the proper procedures as documented in GOLD
- Status OPEN

# 1651-GS Logon Failure

- Unable to Logon with XXXX for the entire flight
- There were 16 logon attempts
- All of those received a rejection from XXXX with reason code 4 (flight plan mismatch)
- Assuming this was a flight plan filing issue
- CRA notified operator and explained the proper procedures as documented in GOLD
- Status CLOSED

# 1722-GS Unable to communicate with XXXX

- Investigation showed the cause of this particular event was network registration problem between ATSU and DSP
- The CRA worked with the ATSU and DSP to resolve the issue
- Status CLOSED

# 1742-MM No response to multiple CPDLC downlink requests

- The crew sent 3 climb requests and a single request for a weather deviation
- Centre did not respond to the downlinks
- Later the center sent a free text uplink to the crew to relay ATC information to another aircraft
- PR assigned to ATSU to investigate further
- Status OPEN

# 1747-RP Unable to connect to ADS

- Data indicates that the ADS application was turned off on the aircraft
- CRA notified the operator and explained the proper procedures as documented in GOLD
- Status CLOSED

# 1749-RP ADS Emergency indication

- ADS-C was selected to emergency mode likely due to pilot error
- Later the flight crew put ADS in normal mode
- The ATC automation apparently did not reset the emergency mode accordingly
- PR assigned to ATSU to investigate further
- CRA can assist in testing any fixes to ATC automation using the test bench
- Status OPEN

# 1809-GS ADS Emergency indication

- It is possible that when the crew tried to terminated ADS they inadvertently set ADS to EMERGENCY mode
- Believe this is a crew training issue
- CRA notified operator and explained the proper procedures as documented in GOLD
- Status CLOSED



# 1871-DN Unable to contact XXXX

- Logon to XXXX via SATCOM was ignored
- Logon to XXXX via VHF was successful
- From the data, the center address for SATCOM is different than the center address for VHF
- Apparently, the center address for SATCOM is not operationally
- CRA notified active center and explained the proper procedures as documented in GOLD
- Status OPEN

# Summary

- Logon procedures continue to be an issue. The CRA is happy to work with ATSU's to test logon procedures and or answer any questions ATSU's may have.
- Proper use of free text continues to be an issue. ATSU's are encouraged to review GOLD and their standard operating procedures for use of free text messages.
- Problem reports should be entered into the CRA web site as soon as possible to enable timely data logs acquisition. Stakeholders should not enter PRs monthly.
- ATSU's and operators are encouraged to contact the CRA with any questions regarding CPDLC or ADS-C operation