

SUMMARY

Due to changes in content fees and availability of high speed Internet connections, effective 31 March 2020, Collins Aerospace will discontinue production and field support of Airshow Service Network News/Sports/Weather/Financial Information (ASN).

AM I AFFECTED?

The below list contains the line replacements units (LRU) which supported ASN, with the effective date ASN will be shut down.

Product Supporting Airshow Service Network	Part number	Date of discontinuance
		Service and Support
AS-4000	925000-100	March 31, 2020
AS-GENESYS	920060/920062/920090/920092	March 31, 2020
MME-6000	822-1881-001/-002/-101/-201	March 31, 2020

All moving map products will continue to function for all non-Airshow Network functions, for example maps, briefings and announcements. Collins will still be able to offer assistance in troubleshooting the affected LRUs.

In order to reduce any potential for Iridium or high speed data charges, auto updates should and can be disabled and all network data cleared using the instructions found in the Service Information Letter (SIL) - 523-0829412 which will be released by Jan-2020.

CUSTOMER ENTITLEMENT / REIMBURSEMENT

For customers with active/paid accounts and ASXi or an AS-4000 unit, Collins is offering a free of charge update to the Airshow Configuration to remove the feed icons from the software. Customers desiring a configuration change must request it by the end of 2020 by contacting Airshow customer accounts by phone at +1-866-431-0201 or via email at mapswquotes@rockwellcollins.com.

Collins will be providing a pro-rated refund to customers with a paid-through date of April 2020 or later based on the unused balance. The refund will be in the form of an account credit which will be processed in February 2020. Additionally, some customers may have paid activation fees for which Collins will provide reimbursement in the form of an account credit as long as the customer has an active/paid account as of December 2019, the activation fee was paid during the warranty period (2017-2019), and the customer can provide proof of the activity fee payment. Activation fee credit requests can be made by contacting our customer administration team by phone at +1-319-295-5000 Option 3 or via email at fmssubs@rockwellcollins.com.

WHAT ARE MY OPTIONS?

For customers seeking a highly capable solution to the ASN discontinuance, the Collins Stage on demand, SiriusXM weather for Proline Fusion, Tailwind, connectivity services, and Airshow 4000 V2 are all comparable alternatives.

Stage on demand gives your aircraft a lot of the same weather and news feeds information that you are accustomed to receiving and more. Passengers stream select Early Window Hollywood movies and TV shows on their Personal Electronic Devices (PEDs) and bulkheads. All existing ASN customers with eligible accounts qualify for additional Stage discounts. Contact a Collins Authorized dealer for more information.

Upgrade to SiriusXM weather on your Pro Line Fusion flight deck to get live weather feeds including airport weather, radar, winds aloft, and more. all of that data would be delivered to, and viewable on, the flight deck displays.

Tailwind 500 and 550 multiregional broadcast TV brings the same channels you receive on the ground to your aircraft. Enjoy a live sports game, stay up to date with the latest news and follow your stocks. Contact a Collins Authorized dealer for more information.

Connectivity service has enabled many of our operators' access to information that normally would have been enabled only via the ASN. Choose from LuxStream, Swiftbroadband, and other high-speed connectivity options to match your information requirements. Should you have any questions regarding a cabin connectivity service, please contact ad-sales@rockwellcollins.com about our ARINCDirect service.

If you are still running V1 software on your Airshow 4000 product, upgrade to V2 today to enjoy an improved mapset during your flights.

For more information, please contact Collins Marketing at csmarketing@collins.com.



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