AFD-3700 Troubleshooting Information

AFD-3700 Product Issues Feedback Form

Customers are strongly encouraged to provide information on any issues experienced here at this: Feedback Form Link or send email directly to kingairfusion@rockwellcollins.com. This email is actively monitored by the King Air Fusion team to better understand product issues and identify future opportunities for improvements

First Troubleshooting Items to Try

Try swapping displays first. Swapping displays will not cause information to be lost.

AFD-3700 Troubleshooting Self-Help

Self Help Videos can be found here.
King Air Fusion Technical Topics: IDOC 0148-16R8

Frequently Asked Questions:

Question: I am seeing a Caution check maintenance message. What should I do?

Answer: This message shows on ground only, when any of the following conditions occur:

- FDR Fail
- CVR Fail
- Watchdog Inhibit is set
- Ethernet Xtalk Fail
- APM Fail
- Any ARINC input to an AFD is Off/No Output
- Any display processor is failed

This message is removed when ground speed is >10 before flight. The message is allowed to show after landing. Once landed, the ground speed will not remove the message again until the door is opened.

Go to the OMS for verifications of these messages.

Question: Am I able to dispatch with only 2 displays?

Answer: Please refer to OEM MMEL for your aircraft.

Question: I have loaded the display that was replaced with the all the software. I still get the "Miscompare Do Not Takeoff"

Answer: Verify that all displays have the same Nav Databases. High Res Terrain Database (HRTDB), Checklist, and Splash screen "if installed". Failing to load any database on any display will result in a "Miscompare" message.

Question: If the AFD has Rev 3 (SB3) do we need to load Phase 3 application software when replacing the unit?

Answer: No, Load the approved media set for the aircraft. SB3 Displays are backwards compatible.

Question: If I lost the shorting plug where can I get a new one?

Answer: Please contact the OEM they have drawings available to build a new shorting plug.

Question: What is the current HRTDB Version and Part Number?

Answer: HRTDB_01_2018 CPN: 810-0406-106

Question: Where can I obtain the HRTDB?

Answer: The HRTDB is available for order from the Rockwell Collins Software Department. Email: software@rockwellcollins.com Phone: 319-295-0938 Option 4

Question: What do you do if you have any display issues (Common ones: Blanking, Flickering, or missing information).

Answer: We recommend to swap one of the other AFD's to verify a fault of the unit in question.