



Collins Aerospace

A United Technologies Company

June 14, 2019

Dear Valued Customer,

As part of our commitment to keeping our customers informed, we are providing a status update on the GPS-4000S (P/N 822-2189-100) and GLU-2100 (P/N 822-2532-100) issue.

Our team has determined the cause and confirmed that a software calculation of UTC time for the week of June 9, 2019 to June 15, 2019 causes a reset condition, resulting in loss of the GPS function. This condition will no longer occur as the GPS constellation transitions into a new week on June 16, 2019 at 0:00 UTC.

We have confirmed that the new GPS week will correct the computation that triggers this anomaly, however, further action will be required on many affected aircraft.

Our team is actively working to develop a solution to recover GPS functionality for fielded units, as well as a software update to address the condition. In order to resume operations as quickly as possible, customers are asked to:

Leave your units unpowered if you have not turned on your GPS or GLU since 00:00 UTC June 9, 2019. You may power on after 00:10 UTC on June 16, 2019.

Contact your OEM and regulatory authority to obtain an MEL or MEL extension if you have powered up your GPS or GLU since 00:00 UTC June 9th, 2019 and it is locked. Further action will be required on your aircraft to regain full functionality after June 16, 2019 00:00 UTC. More guidance will be provided to you as soon as it is available.

To help address your questions, we have developed the attached Frequently Asked Questions (FAQs). We are also committed to providing you with regular updates in the coming days to help you better understand the next steps in correcting this issue on your aircraft.

Please contact your Collins Aerospace representative or local Collins Customer Support Engineer (CSE) with additional questions. If you do not know who your local CSE is, please visit our website for more information. This will enable us to contact you directly with updates.

Collins Avionics Support Center is also available at 319.295.5000 or AvionicsSupport@Collins.com. Please be sure to include the aircraft type, GPS/GLU model number, GPS/GLU part number, serial number and modification status.

We apologize for the inconvenience this has caused and remain committed to keeping you informed as we work through this issue