



# Technical Bulletin

<b>Bulletin Number</b>	<b>TB-136 – Recommended</b>
<b>Date</b>	<b>July 6, 2020</b>
<b>Subject</b>	<b>Customer Guidance Regarding SW 4.1 and RS232</b>
<b>Applicability</b>	<b>Aircraft that are using RS232 input to AVANCE LRUs</b>
<b>Related Information</b>	<b>N/A</b>

## **Purpose**

The purpose of this bulletin is to make customers aware of an issue in which the LRU becomes nonfunctional after upgrade or installation of an AVANCE LRU with software release 4.1 with the utilization of RS232 data. This bulletin also provides guidance for resolving the issue.

## **Summary**

Gogo has discovered that aircraft utilizing RS232 NAV input will encounter an issue with functionality upon upgrading to or installation of AVANCE LRUs that utilize Software version (SW) 4.1.

## **Impact**

The LRU fails to function normally and connectivity is disabled with SW 4.1 and RS232 NAV input.

Gogo has identified a fix for this issue, and resolution will be available with the release and installation of SW version 4.2 later this year.

## **Recommendation**

Until that time, it is recommended that aircraft that meet the criteria (RS232 NAV input and SW earlier than version 4.1) NOT upgrade to SW version 4.1 and instead wait for the release of SW version 4.2 to upgrade the LRU.

If you have already upgraded to SW version 4.1 and you have a known RS232 NAV input, please contact Gogo Business Aviation Technical Support for assistance to temporarily roll back to SW version 3.0 to restore functionality.

## **Technical Assistance**

If you have questions regarding this document, please contact Gogo Technical Support at 303.301.3278 or 888.286.9876.

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