

<b>Crossbow Service Letter</b>			
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**Crossbow Service Letter**  
**CRM510-10-06**  
**CRM510 TSO Label Application**

**Rev B**



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## 1 Equipment: CRM510

## 2 Service Letter Number

CRM510-10-06

## 3 Applicability

This Service Letter applies to the following articles:

CRM510GA-200 part number 8350-0160-14 with the following serial numbers:

05009398	0601002056	0601002180	0601002288	0601002299	0601002313	0601002341
05009401	0601002057	0601002181	0601002289	0601002300	0601002314	0601002343
05009405	0601002059	0601002182	0601002290	0601002302	0601002317	0601002344
05009407	0601002064	0601002183	0601002291	0601002303	0601002331	0601002345
05009409	0601002065	0601002184	0601002292	0601002304	0601002332	0601002346
05009500	0601002066	0601002185	0601002294	0601002306	0601002334	0601002348
05009501	0601002117	0601002186	0601002295	0601002308	0601002335	0601002349
05009504	0601002118	0601002187	0601002296	0601002309	0601002338	
05009511	0601002119	0601002188	0601002297	0601002311	0601002339	
0601002055	0601002121	0601002189	0601002298	0601002312	0601002340	

## 4 Reason

The above CRM510GA-200 serial numbers were shipped to Eclipse Aviation Corporation prior to Crossbow's receipt of the TSO for the CRM510GA-200. These units were shipped with a non-TSO label.

Crossbow received the TSO for the CRM510GA-200 on Sept 18, 2006.

The configuration of each unit shipped to Eclipse prior to receipt of TSO is 8350-0160-14.

The software configuration on each of the above units is:

CRM code: 5020-0140-14_A
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The TSO configuration, hardware and software, is the same as above. The only difference is the label.

## 5 Description

This Letter describes the conditions and procedures for application of the TSO label onto units shipped to Eclipse prior to receipt of TSO.

## 6 Compliance

Mandatory

## 7 Warranty Information

The standard warranty is limited to application of the TSO label and does not cover removal or installation costs.

## 8 References

None

## 9 Background

Crossbow has verified that the above serial numbers were shipped with the same hardware and software configuration as specified in the TSO. Each unit was tested per the ATP specified as part of the TSO.

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## 10 Operator Action

**Crossbow will make TSO labels for each of the units identified above.**

**The following actions will be taken with respect to units on the P1 aircraft:**

- Crossbow representative will arrive at Eclipse with TSO labels.
- S/N of each unit will be identified and verified to be one of the s/n in Section 3; 0601002119 and 0601002181.
- Test data from the production travelers of each unit will be presented.
- Crossbow representative will verify, by inspection of the Crossbow travelers, that the hardware configuration of each unit is identical to the TSO config.
- Crossbow representative will verify, by inspection of the Crossbow travelers, that the software configuration of each unit is identical to the TSO config.
- Crossbow to provide copy of unit travelers, Certificate of Conformance and 8130-9 to Eclipse of each unit.
- Crossbow representative or Eclipse technician to apply TSO label on each unit.
- The above action was completed on October 31, 2006.

**Eclipse and Van Nuys MIDO to identify which units, by s/n, are to be returned to Crossbow for application of TSO label and which units, by s/n, will get the label applied at Eclipse.**

The procedure for each case is presented below.

**The following actions will be taken with respect to TSO labels applied to units at Eclipse:**

- Crossbow representative will arrive at Eclipse with TSO labels.
- S/N of each unit will be identified and verified to be one of the s/n in Section 3.
- Test data from the production travelers of each unit will be presented.
- Crossbow representative will verify, by inspection of the Crossbow travelers, that the hardware configuration of each unit is identical to the TSO config.
- Crossbow representative will verify, by inspection of the Crossbow travelers, that the software configuration of each unit is identical to the TSO config.
- Crossbow to provide copy of unit travelers, Certificate of Conformance and 8130-9 to Eclipse of each unit.
- Crossbow representative or Eclipse technician to apply the TSO label on each unit.

**The following actions will be taken with respect to units shipped back to Crossbow for application of the TSO label:**

- S/N of each unit will be identified and verified to be one of the s/n in Section 3.
- Original test data from the production travelers of each unit will be presented.
- Crossbow will verify, by inspection of the Crossbow travelers, that the hardware configuration of each unit is identical to the TSO config.
- Crossbow will verify, by inspection of the Crossbow travelers, that the software configuration of each unit is identical to the TSO config.
- Crossbow to perform the following tests, as specified in traveler 6770-0160-14, on each unit:
  - Step 28 – Verify communication of unit using test cable.
    - While in CRM\_View screen, check software version for CRM against TSO config.
  - Step 30 – Static Noise Test
  - Step 75 – Hard Iron Alignment
  - Step 80 – Heading Accuracy
  - Steps 110 and 115 – Apply TSO label

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## 11 Service Information

As a Crossbow Technology customer you have access to product support services, which include:

- Single-point return service
- Web-based support service
- Same day troubleshooting assistance
- Worldwide Crossbow representation
- Installation assistance available

### Contact Directory

United States: Phone: 1-408-965-3300 (9 AM to 5 PM PST)

Fax: 1-408-324-4840 (24 hours)

Email: [techsupport@xbow.com](mailto:techsupport@xbow.com)

Non-U.S.: refer to website [www.xbow.com](http://www.xbow.com)