

Safety Information Bulletin

Airworthiness

SIB No.: 2021-03

Issued: 28 January 2021

Subject: Loss of Air Traffic Control Tracking on Boeing 787 Aeroplanes in European Airspace

Ref. Publications:

- Boeing Service Letter 787-SL-34-022 dated 27 October 2020.
- Boeing Fleet Team Digest Article 787-FTD-34-19002.
- Collins Aerospace Service Bulletin (SB) ISS-2100-34-18 original issue dated 17 April 2020 and Revision 1 dated 18 November 2020.

Applicability:

Boeing 787-8, 787-9 and 787-10 aeroplanes with Integrated Surveillance System Processor Unit (ISSPU), Part Number 822-2120-102, installed.

Description:

An increasing number of intermittent 'loss of tracking' events have been reported by Air Traffic Control (ATC) Ground Station in European airspace (see note 1 of this SIB). These events mainly affect Boeing 787 aeroplanes. During these events, the flight crew was unaware of the loss of tracking, since no EICAS (Engine Indication and Crew Alerting System) or Maintenance Messages were present.

Note 1: The number of reported events was increasing up to March 2020 when the COVID-19 pandemic significantly reduced the number of flights in European airspace.

When such an event occurs, the ATC ground station alerts the flight crew of the loss of tracking. By selecting the alternate transponder, tracking is usually restored.

Loss of tracking events cause additional workload to the ATC and result in an unnecessary distraction to controllers and pilots. They can affect all ground stations, as well as, on other occasions, a subset of ground stations.

The transponder is part of the ISSPU manufactured by Collins Aerospace. Based on their investigations, Collins Aerospace has identified a possible cause and issued SB ISS-2100-34-18 to provide instructions on adding an additional RF Filtering to increase robustness of the ISSPU and to mitigate the 'loss of tracking' events.

At this time, the safety concern described in this SIB is not considered to be an unsafe condition that would warrant Airworthiness Directive (AD) action under Regulation (EU) [748/2012](#), Part 21.A.3B.

This is information only. Recommendations are not mandatory.



Recommendation(s):

Operators of Boeing 787 aeroplanes, when experiencing a 'loss of tracking' event, are recommended to send the affected ISSPU units to Collins Aerospace for investigation, and for embodiment of Collins Aerospace SB ISS-2100-34-18.

Contact(s):

For further information contact the EASA Safety Information Section, Certification Directorate.

E-mail: ADs@easa.europa.eu.

For further information on embodiment of Collins Aerospace SB ISS-2100-34-18, contact Collins Aerospace: Rockwell Collins (Cage Code: 4V792), Customer Response Center, M/S 133-100, 400 Collins Road NE, Cedar Rapids, IA 52498-0001;

Telephone: 1.888.265.5467, International: 1.319.265.5467; Fax: 1.319.295.4941;

Email: response@rockwellcollins.com.

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