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Engine Start of the Boeing 787 Aircraft

ITW GSE has released a new update of the standard software for the 90 kVA Ground Power Units of the 2300 and the 2400 series with the following type designations:

- 3GVC-200/260-N, 3GVF-200/260-N, 3GVH-200/260-N, 3GVT-200/260-L
- 3GWC-200/260-N, 3GWF-200/260-N, 3GWH-200/260-N, 3GWT-200/260-L

Background

This software update is designed to accommodate an engine start of the Boeing 787 aircraft in the rare cases when external power sources are used, i.e. when the Fixed Electrical Ground Power Systems are installed at contact gates. Some airports and airlines have reported to ITW GSE that they have experienced engine start issues of the aircraft using one of the concerned Ground Power Units. The issue has been identified, and the solution is implemented in the updated standard software of the Ground Power Units. Prior to release of the updated software, tests have been successfully conducted on the Boeing 787 aircraft from Norwegian, Virgin Atlantic, British Airways, United Airlines and at Boeing's Test Laboratory.

Action

To ensure seamless operation ITW GSE recommends updating the software of the Ground Power Units installed at the contact gates servicing the Boeing 787 aircraft. Therefore we kindly ask you to contact our service department at service@itwgse.com and provide us with the serial numbers of the Ground Power Units, using the form attached to this service bulletin. Upon receipt of the requested information, we will send you the required standard software update free of charge.

Your continued support and assistance is much appreciated.

Yours sincerely,

ITW GSE



Kim K. Pedersen

Product Manager, Solid-State Ground Power Units