

Technical Service Bulletin

SkyView Display Circuit Board Replacement

February 11, 2013

Page 1 of 2



19825 141st Place NE
Woodinville, WA 98072
+1 (425) 402-0433
+1 (425) 984-1751 fax

*** PLEASE READ THIS BULLETIN IN ITS ENTIRETY BEFORE CONTACTING DYNON AVIONICS ***

Description

An investigation revealed a manufacturing process deviation at a subcontractor which can cause a weakness in a printed circuit board that fulfills a critical role in a SkyView Display. Over time, this weakness can turn into a defect and manifest itself in behavior including a display that does not power on; a display that powers on, but does not fully boot; or one that freezes during operation. *Affected displays should be returned for repair.*

This Technical Service Bulletin instructs customers on how to determine if their equipment is affected. Returned displays will have the affected circuit board replaced. All other hardware will be updated as necessary and the display will be tested to ensure factory-new functionality.

Applicability and Affected Equipment

SV-D700 and SV-D1000 equipment that fall within **Hardware Group 2** are affected and should be returned to Dynon for repair. The displays in hardware group 2 were shipped from approximately mid-2010 to mid-2011, however, these dates are not authoritative. SkyView displays have the ability to report whether they are in the affected group.

Use the following process to verify which hardware group a display is in:

1. Turn on the SkyView Display.
2. Load version 5.1 firmware per the instructions in Section 3 of the SkyView Installation Guide.
3. Open the Setup Menu by pressing and holding buttons seven and eight.
4. Open the Local Display Setup Page
5. Open the Display Hardware Information Page
6. The Hardware Group information is displayed under the serial number and firmware version as shown in Figure 1.
7. It takes approximately 1 minute for SkyView to report a non-zero group number. If the Hardware Group number is zero, wait until it changes to either 1 or 2.

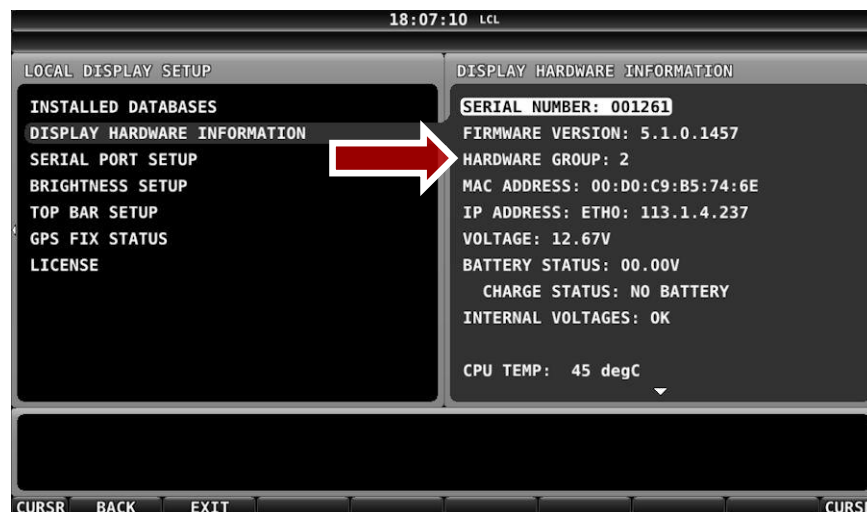


Figure 1 - Screenshot showing Hardware Group

Technical Service Bulletin

SkyView Display Circuit Board Replacement

February 11, 2013

Page 2 of 2



19825 141st Place NE
Woodinville, WA 98072
+1 (425) 402-0433
+1 (425) 984-1751 fax

Method of Compliance

To begin the repair process, follow these steps:

1. Initiate the return material authorization (RMA) process by completing the on-line form found at www.dynonavionics.com/sv-bulletin-rma-request. If you have more than two Skyview displays, please call us at (425) 402-0433. You will be asked to provide display type(s) (i.e., SV-D700 or SV-D1000), serial number(s), your name, your email address, your phone number, and your shipping address.
2. If you do not have the original shipping box with insert, Dynon will send you a box with a prepaid return address label. If you do have the original shipping box with insert, Dynon will email a prepaid return address label. *You need to specify this information while initiating the RMA process.*
3. Dynon will email you an RMA number and shipping instructions.
4. Ship the product to us.

You may also contact technical support by phone at (425) 402-0433 or email at support@dynonavionics.com. Please be ready to provide display type(s) (i.e., SV-D700 or SV-D1000), serial number(s), your name, your email address, your phone number, your shipping address, and if you need a shipping box or not.

The repair process at our facility takes **approximately 10 business days**. The repaired display will be returned with the firmware version you were running and all of your settings and licenses intact.

Costs and the Customer

Dynon will pay for shipping both ways.

Notice to Special Light Sport Aircraft (S-LSA) and Other Non-experimental Customers

You are solely responsible for ensuring that your aircraft is airworthy. In the case of S-LSA aircraft, owners may need special authorization to remove/replace a SkyView display(s) if removal / repair / replacement is not permitted in the maintenance manual. Please refer to your aircraft maintenance manual or your aircraft manufacturer concerning removal and replacement of your SkyView display(s).

Warranty Adjustment

Your repaired display will carry a NEW 3-year warranty starting January 1, 2013.

Questions?

Contact Dynon Avionics Technical Support by phone at (425) 402-0433 or email at support@dynonavionics.com.