

3/4/2025

**FOR YOUR INFORMATION**

2025-45/3-4

To: Bombardier Inc. Canadair

2204638

Info: FAA (AVP-1, AVP-200, AFS-200, AFS-260, AFS-100, AIR-360, AIR-720, AIR-780, SEA-AEG), A4A, ALPA, AMFA, ASAP, ATSG, CAPA, IAM, IATA, ICAO, ICASS, IFALPA, NTSB, PAMA, RAA, TWU

From: Becky L. Hooey, Director  
NASA Aviation Safety Reporting System

Re: Bombardier Flight Deck 3 App Anomalies

We recently received ASRS reports describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dr. Becky Hooey at (408) 541-2854 or email at [becky.l.hooey@nasa.gov](mailto:becky.l.hooey@nasa.gov).



Aviation Safety Reporting System  
P.O. Box 189 | Moffett Field, CA | 94035-0189



**ACN 2204638****DATE / TIME**

Date of Occurrence	202501
Local Time Of Day	1201 to 1800

**PLACE**

Locale	ZZZ.ARTCC
State	US

**AIRCRAFT / EQUIPMENT X**

ATC / Advisory - Center	ZZZ
Make Model Name	Learjet 60
Operating Under FAR Part	91

**PERSON 1**

Function - Flight Crew	First Officer
Function - Flight Crew	Pilot Flying
ASRS Report Number	2204638

**EVENTS**

Anomaly	Aircraft Equipment Problem - Critical
Detector - Person	Flight Crew
Result - Flight Crew	Landed in Emergency Condition
Result - Flight Crew	Overcame Equipment Problem

**NARRATIVE 1**

During an incident off the coast, I attempted to access my AFM through the Bombardier Flight Deck app. I received an "Access Denied: You have exceeded the maximum number of days this pub may be accessed without syncing. Tap the Sync button to access this Publication." Without internet access, I was locked out of my BFD AFM. We were lucky that my PNF had a functional BFD and our aircraft carried a paper copy of the current AFM. I find it problematic that I had been using the app as the PNF 4 days prior with internet access for it to sync and the subscription didn't automatically sync. Also, the night before this eventful trip, when I was updating all of my EFB charts, company manuals, etc., I received the warning that I had one grace day and left the app open to sync. I received no additional feedback from the app on whether it was synced, even though I thought I had. This lack of visibility of the sync status, whether a visual color indication or a countdown to sync expiration, is a human factors safety issue. All apps that use publications show you when a subscription is nearing due. Currently, my app shows a green bar with a "Valid until date" for my "FLT-LR60XR" which apparently has nothing to do with sync status. I still don't understand why we must sync the app so frequently. The subscription I paid for runs through a base date, so why can we not expect our subscriptions to work without syncing through our base subscription date? Suppose you require a "license" sync. In that case, this should happen automatically without user intervention, but it also cannot interfere with the safe operation of an aircraft during a valid subscription period. When I open my company air-carrier documents app, it syncs automatically without my intervention, and if it doesn't have internet access, it warns me. When a new update is pending but isn't required, my EFB warns me but doesn't lock me out. My EFB also does not lock me out when a subscription has expired. Many operators fly with only BFD3 and no paper AFM/QRH, yet BFD3 can lock a pilot out during an incident. Paper never fails in an emergency, but the BFD3 app did. Until Bombardier updates their app, I will be very careful to manually sync the app prior to each flight.

**SYNOPSIS**

LR60 First Officer reported the Bombardier Flight Deck 3 App did not automatically sync updates and they were locked out of the app while dealing with a critical flight situation.