

7/9/2026

FOR YOUR INFORMATION

2026-240/3-19

2350147

To: Embraer-Empresa Brasileira Aeronautic S/A

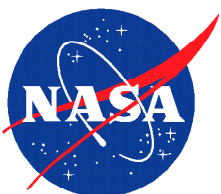
Info: FAA (AVP-1, AVP-200, AFS-200, AFS-260, AFS-100, MKC-AEG, AIR-360, AIR-720, AFS-300, AFS-900), A4A, ALPA, ASAP, ATSG, CAPA, IAM, IBT, ICASS, IFALPA, IPA, NBAA, NTSB, PAMA, RAA, TWU

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

Re: EMB-550 Display Unit Anomaly

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.



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



ACN 2350147**DATE / TIME**

Date of Occurrence	202604
Local Time Of Day	1201 to 1800

PLACE

Locale	ZZZ.Airport
State	US
Altitude - MSL	2000

ENVIRONMENT

Weather	Rain
---------	------

AIRCRAFT / EQUIPMENT X

ATC / Advisory - TRACON	ZZZ
Make Model Name	Embraer Legacy 450/500
Operating Under FAR Part	91

COMPONENT 1

Aircraft Component	FMS/FMC
--------------------	---------

PERSON 1

Function - Flight Crew	Captain
ASRS Report Number	2350147

EVENTS

Anomaly	Aircraft Equipment Problem - Critical
Detector - Person	Flight Crew
Result - Flight Crew	Became Reoriented
Result - Flight Crew	FLC Complied w / Automation / Advisory
Result - Flight Crew	Overcame Equipment Problem

NARRATIVE 1

ZZZ. Runway in use XX SID ZZZ Day 0 XA:47. We have on board 4 Display Units (DUs) (screens) but as soon as we took off we lost without any warning 3 out of 4 DUs, with only the right front DU working but the information that we were getting was limited and NOT ACCURATE in terms of speed, altitude and heading... the altitude indication showed 5,000 ft. but we were absolutely positive that was a wrong indication so we were not able to comply with the SID right away, we managed to turn right using the magnetic compass, but altitude indications continued not being reliable at all, our main concern at that time was to promptly recover our failed DUs in order to have accurate navigation info. So we executed the proper check list for EACH DU and we were able to recover all of them ONE AT THE TIME, when we reached about 7 or 8,000 ft. everything was working in perfect order again, and we were able to continue our 2:30 hour flight to ZZZ1 without any further malfunction at all.

Up to now we still don't know what was the cause of the problem, the Embraer Legacy 500 is very computer and technologically fly by wire aircraft, I have talked to a couple of mechanics and their best guess is that after being parked for 9 days in the cold humid and rainy weather there was some kind of glitch in any of the computers that cause the problem when the aircraft was airborne. I must mention that the departure ZZZ controller did in fact a great job that day he was completely BUSY at that time, we didn't have any TCAS advisory or resolution at all mainly thanks to him. I have been flying for over several decades and my co-captain for over more than several decades and this was for me the most stressful situation I have ever

encountered in the cockpit as a PIC, we even thought for a brief moment to declaring an emergency but the frequency was so busy and crowded, so meanwhile we focused on recover our DUs and being as safe as possible!!

SYNOPSIS

E550 Captain reported losing three of four flight display units after takeoff. All units returned on to online status during climb.