

**Note: While conducting the steps below, if any step resolves the issue you may stop continuing on the resolution steps**

Number	Issue	Symptoms	Interim Actions	Final Action
1	Nuisance Maintenance Message 46-10051	<ul style="list-style-type: none"> <li>• 46-10051, "AIRPLANE DATA NOT AVAILABLE (NFS-L)".</li> <li>• Displays as a nuisance maintenance message in ONS OS9.1.</li> </ul>	<ol style="list-style-type: none"> <li>1. Go to EXTENDED MAINTENANCE &gt; Existing Faults &gt; ATA 46.</li> <li>2. Verify maintenance messages 46-10105 and 46-10110 are not Active under Existing Faults.</li> <li>3. On a Universal Maintenance Device (UMD), go to LINE MAINTENANCE &gt; Security &gt; AIRPLANE CREDENTIALS.</li> <li>4. Verify the message "A valid, CA-signed Airplane Certificate exists" or the message "A new, self-signed certificate was generated for signing on YYYY/MM/DD - hh:mm [XXXXXXXX] and is pending downlink" is displayed. Note: If the message "No Valid Airplane Certificate exists" is displayed, select GENERATE &gt; CONTINUE and verify a new CSR is generated.</li> <li>5. Provided the above conditions are met, MM 46-10051 can be ignored and will have no functional impact to airplane or flight operations. If any of the above conditions fail, reconvene to Engineering for further instructions.</li> </ol> <p>Note: Please See FTD 737-SL-46-044 for further detail.</p>	<p><a href="#">OMF OSS SB 737-46-1047 –released September, 6 2022</a></p>
2	MMR Nuisance Maintenance Message	<ul style="list-style-type: none"> <li>• 46-11102, "NFS-L HAS NO INPUT FROM MMR-1 ON ETHERNET SWITCH PORT 2 DETECTED BY: NETWORK FILE SERVER (NFS-L)".</li> <li>• 46-11103, "NFS-L HAS NO INPUT FROM MMR-2 ON ETHERNET SWITCH PORT 3 DETECTED BY: NETWORK FILE SERVER (NFS-L)".</li> <li>• Displays as a nuisance maintenance message in ONS OS9.1.</li> </ul>	<ol style="list-style-type: none"> <li>1. Go to EXTENDED MAINTENANCE &gt; Existing Faults &gt; ATA 46.</li> <li>2. Verify 46-11102 and 46-11103 are not present. If 46-11102 and 46-11103 are present, verify they are listed as NOT ACTIVE.</li> <li>3. If they are not present, or are present but NOT ACTIVE, then this is a nuisance fault and no further maintenance is required.</li> <li>4. If they are present and active, then perform this troubleshooting task.</li> </ol> <p>Note: Please See FTD 737-SL-46-044 for further detail.</p>	<p><a href="#">OMF OSS SB 737-46-1047 –released September, 6 2022</a></p>
3	EEC Credential issue	<ul style="list-style-type: none"> <li>• OS9.1 installed, the ONS cannot establish client credentials with a new Electronic Engine Controller (EEC).</li> </ul>	<ul style="list-style-type: none"> <li>• Downgrade NFS to OS7.1 &gt; Generate EEC Client Credentials &gt; Upgrade NFS to OS9.1.</li> <li>OR</li> <li>• Remove OS9.1 NFS &gt; Install OS7.1 NFS &gt; Generate EEC Credentials &gt; Remove OS7.1 NFS &gt; Install OS9.1 NFS.</li> </ul> <p>Note: Please See FTD 737MAX-46-22001 for further detail.</p>	<p>EECs will be pre-credentialed. Final software resolution for underlying root cause is targeted for 1Q2024.</p>

4	Debris Monitoring Special Function Causes ONBD MAINT to Become Inoperable	<ul style="list-style-type: none"> <li>• On the forward display, a user selects the Special Function “Debris Monitoring System Chip Count Entry Channel B” and then navigates to the Preconditions page. After reading the preconditions, the user selects CONTINUE.</li> <li>• The ONBD MAINT screen shows “ONBD MAINT NOT AVAILABLE” after selecting CONTINUE.</li> <li>• ONBD MAINT cannot be recovered except via an airplane power cycle or via a power cycle of both DPCs and the NFS together.</li> </ul>	<ol style="list-style-type: none"> <li>1. If the “ONBD MAINT NOT AVAILABLE” screen shows, power cycle the DPCs and NFS <u>together</u> (or power cycle airplane power).</li> <li>2. Retrieve a Universal Maintenance Device (UMD).</li> <li>3. Run the “Debris Monitoring System Chip Count Entry Channel B” Special Function via the ONS browser on the UMD.</li> </ol> <p>Note: The Debris Monitoring System Chip Count Entry Channel B” Special Function cannot be run on the MAX Forward Display in OS9.1.</p>	<p>OMF OSS SB 737-46-1047 –released September, 6 2022</p>
5	Fault 46-12000 goes active intermittently	<ul style="list-style-type: none"> <li>• Fault “46-12000: NFS-LARINC-429 LAYER FAIL” goes active intermittently</li> <li>• Fault History may show dozens of instances of intermittent 46-12000</li> <li>• The fault, if active, goes not active after 5 minutes.</li> <li>• If intermittent, this is a nuisance maintenance message in ONS OS9.1.</li> </ul>	<ol style="list-style-type: none"> <li>1. If the fault is currently active, wait 5 minutes <ol style="list-style-type: none"> <li>a. If the fault goes inactive, no further action is required</li> <li>b. If the fault remains active, follow the FIM Task for 46-12000: Task 46-13-00-810-838</li> </ol> </li> </ol>	<p>Boeing Investigation (TBD)</p>
6	The NFS enters an unprompted Initial Data Load (IDL) state during power up	<ul style="list-style-type: none"> <li>• If an SD card is installed to the NFS, the NFS conducts an automatic stage 1 restore, which completes in 30 minutes.</li> <li>• If an SD card is not installed to the NFS, the NFS remains in an IDL state until the next NFS power cycle.</li> </ul>	<ul style="list-style-type: none"> <li>• If an SD card is installed, conduct a stage 2 restore via the following steps: <ol style="list-style-type: none"> <li>1. Check the fault light at the front of the NFS. If the fault lighting is blinking once every three seconds, wait until the fault light stops blinking. Then, wait an additional 5 minutes.</li> <li>2. Open up ONSL using a UMD</li> <li>3. An “NFS RESTORE PENDING” modal will appear when ONSL is opened. Select CONTINUE on the modal. Note: If the modal does not appear, go to EXTENDED MAINTENANCE &gt; Network File Server. Select CONTINUE when the modal appears.</li> <li>4. On the “NFS RESTORE PENDING FOR CONNECTIVITY” modal, select CONTINUE.</li> <li>5. On the “RESTORE TO NFS” modal, select BROWSE.</li> <li>6. On the File Upload window, select the 46 NFS</li> </ol> </li> </ul>	<p>Boeing Investigation (TBD)</p>

			<p>PASSPHRASE software part and select Open.</p> <ol style="list-style-type: none"> <li>7. On the "RESTORE TO NFS" modal, the BARS Security UMS should populate with the software part number. Select CONTINUE.</li> <li>8. Wait ten minutes while the NFS reboots.</li> <li>9. Once the NFS reboots, select LINE MAINTENANCE &gt; Airplane ID. Set the Aircraft Type.</li> <li>10. Select the menu icon in the upper left-hand corner.</li> <li>11. Select LINE MAINTENANCE &gt; Security &gt; AIRPLANE CREDENTIALS</li> <li>12. Verify a valid airplane credential exists.</li> <li>13. Select the menu icon in the upper left-hand corner.</li> <li>14. Select LINE MAINTENANCE &gt; System Configuration &gt; 46 – Information Systems &gt; CONTINUE</li> <li>15. Verify the NFS system configuration is correct</li> </ol> <ul style="list-style-type: none"> <li>• If an SD card is not installed, conduct an NFS power cycle. Do NOT conduct an IDL.</li> </ul>	
7	Airplane Health System (AHS) does not start up during NFS power up	<ul style="list-style-type: none"> <li>• EEC files will not store to the NFS or downlink to the ground</li> <li>• Fault 46-10010 "NFS-L HAS A SOFTWARE FAULT" will be ACTIVE</li> </ul>	<ol style="list-style-type: none"> <li>1. Conduct an NFS power cycle</li> <li>2. After the NFS powers up, verify fault 46-10010 is not active</li> <li>3. If the fault does not resolve, follow the FIM Task for 46-10010: Task 46-13-00-810-803</li> </ol>	Boeing Investigation (TBD)

8	Fault 46-52028 goes active intermittently	<ul style="list-style-type: none"> <li>• Fault “46-52028: AIRCRAFT INTERFACE DEVICE-FORWARD (AID-FWD) WWU HAS AN INTERNAL FAULT” goes active intermittently</li> <li>• Fault History may show dozens of instances of intermittent 46-52028</li> <li>• The fault, if active, goes not active after 5 minutes.</li> <li>• If intermittent, this is a nuisance maintenance message in ONS OS9.1.</li> </ul>	<ol style="list-style-type: none"> <li>1. Go to EXTENDED MAINTENANCE &gt; Existing Faults &gt; ATA 46 – Information Systems.</li> <li>2. Verify 46-52028 is not present. If 46-52028 is present, verify it is listed as NOT ACTIVE.</li> <li>3. If 46-52028 is not present, or it is present but NOT ACTIVE, then this is a nuisance fault and no further maintenance is required.</li> <li>4. If 46-52028 is present and ACTIVE, then wait 5 minutes.</li> <li>5. If the fault goes NOT ACTIVE, no further action is required. If the fault remains ACTIVE, perform the FIM Task for 46-52028: Task 46-13-00-810-865</li> </ol>	Boeing Investigation (TBD)
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