

9/30/2024

FOR YOUR INFORMATION

2024-183/3-20

To: Boeing Commercial Airplane Company

2156219

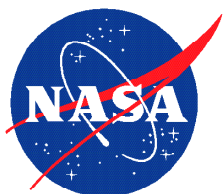
Info: FAA (AVP-1, AVP-200, AFS-200, AFS-900, AFS-260, AFS-100, AIR-720, AIR-780, AIR-360, SEA-AEG), A4A, ALPA, AMFA, ASAP, ATSG, CAPA, IAM, IBT, ICAO, ICASS, IFALPA, IPA, NTSB, PAMA, RAA, SWAPA, TWU

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

Re: B767 EICAS Message 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 2156219

DATE / TIME

Date of Occurrence	202408
Local Time Of Day	1201 to 1800

ENVIRONMENT

Flight Conditions	VMC
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AIRCRAFT / EQUIPMENT X

Make Model Name	B767-300 and 300 ER
Operating Under FAR Part	121

COMPONENT 1

Aircraft Component	EICAS/EAD/ECAM
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PERSON 1

Function - Flight Crew	First Officer
Function - Flight Crew	Pilot Flying
ASRS Report Number	2156219

EVENTS

Anomaly	Aircraft Equipment Problem - Critical
Anomaly	Flight Deck / Cabin / Aircraft Event - Smoke / Fire / Fumes / Odor
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Detector - Automation	Aircraft Other Automation
Detector - Person	Flight Crew
Result - Flight Crew	Overcame Equipment Problem

NARRATIVE 1

Received EICAS Caution message 'BBAND SYS SMOKE' repeatedly 7-8 times inflight. Quickly followed with EICAS Advisory messages 'CAPT PVD' and 'FO PVD.' (Para-Visual Display)

None of the messages are in the QRH or in ANY of our aircraft publications. Very disconcerting to have zero guidance regarding a caution message, especially one with the word 'smoke.' CA attempted several times to reach dispatcher via SATCOM, but was either disconnected or hung up on by dispatcher when they could not understand his transmission. Communication was further hampered due to SATCOM connecting to different dispatcher each time, resulting in additional time to start from scratch and re-state the issue. FO texted Maintenance Control via ACARS for guidance.

Excellent job by CA to eventually coordinate with dispatch and Maintenance Control via SATCOM to conclude no emergency or further aircrew action was required. That said, it is not unreasonable to think a more conservative crew could have declared an emergency and diverted with an unknown smoke issue.

Highly recommend an addendum to QRH be published with ALL possible EICAS messages and be made available to crew in order to mitigate future confusion.

Cause: EICAS Caution 'BBAND SYS SMOKE' and EICAS Advisory 'CAPT PVD' and 'FO PVD'

EICAS messages not found in QRH or any other aircraft publications.

Suggestions: Provide a listing of all possible EICAS messages, even if no aircrew action is required.

SYNOPSIS

B767 First Officer reported the aircraft lacked guidance for EICAS "Caution" level messages for "BBAND SYS SMOKE" and subsequent "advisory" level messages for Captain and First Officer's Para-Visual Displays. The flight crew determined no action was needed and continued the flight.