

Subject: Updated Installation of GoGo 2Ku Satellite-Based Internet on 737-800 Aircraft

Overview

The GoGo 2Ku Satellite-Based Internet is being installed on all 737-800 aircraft. Aircraft 3741 is the prototype and is scheduled to re-enter service in mid-June. Other 737-800 aircraft will commence this upgrade beginning in September.

The new 2Ku system uses satellites and will replace the current air-to-ground (ATG4) system. It will operate when the aircraft is above 10,000 feet and over water outside the CONUS. In July, the system will be programmed to operate below 10,000 feet, gate-to-gate.

Note: Modification of the 737-700 and 737-900ER aircraft will be covered in a separate bulletin.



Background

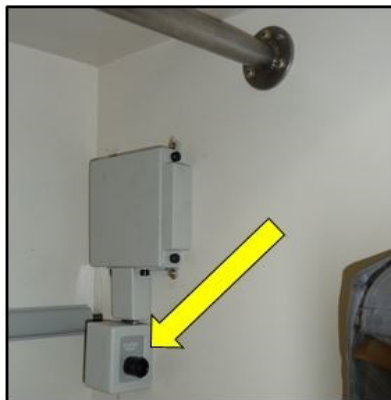
The system is powered when the IFE/PASS SEAT switch is ON. GoGo 2Ku power is shed manually with this switch using existing QRH non-normal checklist procedures: Cabin Temperature Hot, PACK, and Smoke, Fire, or Fumes.

System power is supplied from four INTERNET circuit breakers on the Flight Deck P6 panel (B-14, B-15, B-16, and B-17). The system also requires that the right IRS is operational to acquire position and attitude data.

In the cabin, the phone and Internet switch at door 1L are being removed. They will be replaced with a smaller video content loader and INTERNET - RESET switch located inside the closet by door 1L. This reset switch will cause a minimum 15 minute outage, and therefore should only be used if all passengers have lost service. It should be pressed for one second, then released.



Closet by Door 1L



INTERNET-RESET switch

Exterior Aircraft Changes



The GoGo 2Ku antenna is installed on the crown of the aircraft.

Note: The beacon has been relocated above first class.

CAUTION: When the system transmits, RF radiation exposure could occur to personnel at elevations >10 degrees and within a 20 meter radius of the antenna, which is located on the aircraft crown.

Operating Instructions

The functionality of the new GoGo 2Ku system will affect the following procedures:

- Vol. 1, NP.20, Preflight Procedure - Pilot Monitoring
- Vol. 1, SP.16, At Gate or Off Gate (Prior to Engine Start) Deicing
- Vol. 1, SP.16, Remote (Engines Not Running) Deicing
- Vol. 1, SP.16, Remote (Engine(s) Running) Deicing

Procedures

Preflight

Vol. 1, NP.20, Preflight Procedure - Pilot Monitoring

- INTERNET - GROUND CONTROL panel Set
- MUTE switch OFF
- Verify that the MUTED light is extinguished.
- TRANSMIT switch ON
- Verify that the NORMAL light is visible.

Deicing

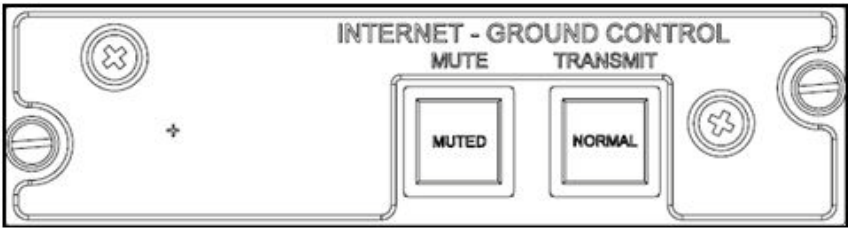
The MUTE switch should be pressed prior to commencing deicing procedures to protect personnel from RF radiation exposure. The NORMAL switch should be pressed when deicing is completed.

The following deicing procedures will be updated in a future Volume 1 revision:

- SP.16, At Gate or Off Gate (Prior to Engine Start)
- SP.16, Remote (Engines Not Running)
- SP.16, Remote (Engine(s) Running)

Aircraft Systems

Internet - Ground Control Panel



The system defaults to NORMAL on power up and upon landing. There is no Internet service while in MUTE mode.

MUTE Switch

(momentary action switch)

MUTED Light

Illuminated (amber) - Internet satellite service (transmissions) are blocked.

Extinguished - Internet satellite service (transmissions) are allowed.

TRANSMIT Switch

(momentary action switch)

NORMAL Light

Illuminated (green) - Internet satellite service (transmissions) are allowed.

Extinguished - Internet satellite service (transmissions) are blocked.

Note: Both MUTED and NORMAL lights are extinguished in flight.

Conclusion

The information contained in this bulletin will be incorporated into a future Volume I and Volume II revision.

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