

Field Service Bulletin

FSB Number: 6000126

Revision: A

Date: 1/25/2024

Description: Manual Remote ID emergency declaration function becomes unresponsive

Priority: Safety Critical Mission Critical Informative

Purpose: To describe how the Remote ID user emergency declaration function icon may become unresponsive after replacing the battery on the Teal 2 during certain sustained operations. Additionally, to provide the RPIC a procedure by which to ensure continued responsiveness of the emergency declaration function during each subsequent flight.

Action: Review the procedures described in this FSB. Strictly adhere to these procedures during all operations.

IMPACT

System Safety Impact: No impact

Airworthiness Impact: Low to minimal. Failure of the emergency declaration function does not affect primary control of the Unmanned Aircraft (UA).

Compliance Impact: Significant. Failure to adhere to the procedures described in this FSB may cause material noncompliance with 14CFR §89.

Mitigation: Perform tablet power-cycle procedure after each UA battery change during sustained operations.

BACKGROUND & DESCRIPTION

During routine pre-release firmware testing, Teal quality assurance engineers discovered a condition where the Remote ID manual emergency declaration function becomes unresponsive if the TAC is left powered while the UA battery is being swapped. These conditions are documented and are currently being addressed by Teal's software team.

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AFFECTED SYSTEMS

All Teal 2 sUAS equipped with Remote ID, running firmware versions 1.6.3 and forward. Remote ID capability may be confirmed by the label in the battery bay of the Teal 2 UA.



Figure 1 - Example Label, Remote ID Equipped UA

MITIGATION PROCEDURE

Prior to the first flight following a UA battery change, complete the preflight inspection of the sUAS as specified in the Operator's Manual. After completion of the inspection, the following procedure must be used to ensure the functionality of the Remote ID manual emergency declaration function, and compliance with 14CFR §89.

1. Replace the UA battery.
2. Power on the UA.
3. Restart the TAC tablet. Press and hold the recessed black button on the upper left corner of the TAC.
4. Allow both UA and TAC tablet sufficient time to boot.
5. Verify the Remote ID status indicator indicates the Remote ID system is operational as shown by a green Remote ID icon



6. Prior to takeoff, attempt to manually assert an emergency by tapping the Remote ID emergency icon, and confirming via the slider at the bottom of the screen



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7. Verify the emergency status in the Remote ID status indicator. The Remote ID emergency icon should indicate an emergency, by the status indicator turning yellow, as shown:



8. Cancel the emergency by tapping the Remote ID emergency icon. The Remote ID status indicator should return to green, indicating the Remote ID system is functioning normally, as shown:



If the emergency status displays and cancels as prompted, flight may be continued. In all other cases, contact Teal Support.

CONTACT SUPPORT:

Contact Teal Drones Technical Support, Program Manager, or other point of contact for further information.

Teal Drones Technical Support: (385) 281-8415 | support@tealdrone.com

TEAL DRONES TECHNICAL SUPPORT

For further information or to submit an RMA, please contact us.



[TEALDRONES.COM/SUPPORT](https://tealdrone.com/support)



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