

1/8/2020

**FOR YOUR INFORMATION**

2020-4/1-2

1701576

To: Jeppesen Sanderson Inc.

Info: FAA (AVP-1, AVP-200, AFS-280, ANG-1, AFS-200), A4A, ALPA, AOPA, APA, ASAP, ATSG, CAPA, ICAO, ICASS, IFALPA, NAFI, NBAA, NTSB, RAA, SWAPA

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

Re: Jeppesen FD Pro User Confusion

We recently received an ASRS report 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 Gary Brauch at (408) 541-2869 or email at [gary.j.brauch@nasa.gov](mailto:gary.j.brauch@nasa.gov)



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



ACN: 1701576

#### Time

Date: 201911

#### Place

Locale Reference.Airport: ZZZZ.Airport

State Reference: FO

Altitude.AGL.Single Value: 0

#### Aircraft 1

Make Model Name: Heavy Transport

#### Component 1

Aircraft Component: Electronic Flt Bag (EFB)

#### Person 1

Function.Flight Crew: First Officer

ASRS Report Number: 1701576

#### Events

Anomaly.Aircraft Equipment Problem: Less Severe

Detector.Person: Flight Crew

Result.General: None Reported / Taken

#### Narrative 1

This occurred during the preflight planning phase of our flight. This report is mainly for informational purposes, as there was no operational impact caused. Our normal SID (departure procedure) chart from ZZZZ had a challenging altitude crossing restriction on it which frequently caused discussions among the crews about how to best meet the restriction. Apparently we were not the only airline having trouble with this, because on the flight in question we noticed that the chart had been revised and the restriction had been removed from that particular procedure. However, the reason for this report is that it was very difficult to notice that a procedure change had occurred because of a feature of Jepp FDPPro. Specifically, we had all updated our chart database and were current. The SID chart had been updated but at first none of us realized there had been an update because Jepp FDPPro transferred our previous chart highlights automatically from the old chart to the new chart during the update process. So, it was nice that items which each of us had highlighted on this particular chart were highlighted on the new chart...but, at the same time, it was very difficult to realize that there even was a new chart. One of the biggest clues to a chart user that a new chart has been issued is that all of your previous highlights have disappeared! But with the current version of Jepp FDPPro we all had old highlights on a new chart. I only noticed that the procedure had been changed because I was looking for something very specific on the chart and realized it was gone. I told the other pilots about it, and the flying FO realized that his new chart actually had a blob of highlighter over the area where the altitude restriction had been on the old chart, but now on the new chart there was highlighter with no note underneath it. So this report is just to bring attention to the fact that this feature of Jepp FDPPro of transferring highlights from an old chart to an updated chart has the secondary effect of making it very difficult to realize that an update had occurred. It is a potential safety threat in that a chart user might not realize a chart has been updated because he/she sees his previous highlight marks and could assume that it's the same chart. The highlight marks, both on the paper chart as well as the electronic version of the same, is something very subtle, but I never realized how much of an important indicator it is to tell you that a chart has been revised when the highlights disappear in the revision process. While we were able to realize that the procedure had changed, it may catch another

crew by surprise. I recommend that in future versions of Jepp FDPPro that highlight marks should not transfer from one iteration of a chart to the next because the helpfulness of this feature is far outweighed by the confusion it causes.

**Synopsis**

Air carrier First Officer reported the new version of Jepp FDPPro transfers highlights the pilots have entered on old charts to new charts. This makes it difficult to identify a new chart.