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P&WC 11524 (2020-11) MRO Information Management (9290)

S.I.L. NO.
GEN-170

SERVICE INFORMATION LETTER

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Subject: **Caution about Maintenance Tracking Service Providers**

Applicability: **All P&WC products except PW900 and APS-Model APU**

P&WC has been made aware that some Maintenance Tracking Service (MTS) providers provide tools and/or services that automate the tracking of engine scheduled maintenance requirements included in the engine Instructions for Continued Airworthiness (ICA). An instance has recently been reported where the process and tool used resulted in missing the Low Utilization Inspection requirements for several turbofan engine models. Therefore, some subscribers of MTS may be overdue for the Low Utilization Inspection (LUI).

This SIL is issued to remind operators of the importance of maintaining engines according to the applicable Engine Maintenance Manual (EMM) and that it remains the operator's and/or maintenance organization's responsibility to ensure that any tool or service not specifically referenced in the ICA is suitable and accurate for the purpose. Please note that specific MTS providers are not referenced in any P&WC EMM and therefore are not endorsed by P&WC.

P&WC recommends that operators and maintainers of P&WC turbofan engines who subscribe to MTS review their engine's maintenance records to confirm compliance with EMM section 05-20 requirements including LUIs and implement corrective action as necessary. Please contact your local Field Support Manager or P&WC Customer First (CFirst) center (1-800-268-8000, CFirst@pwc.ca) should you require assistance or clarification on P&WC engine ICA requirements.

Sincerely,

Tammy Stupalo
Deputy Chief Engineer, Customer Service
PRATT & WHITNEY CANADA CORP

This Service Information Letter is valid until superseded or cancelled by revision.

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Page 1 of 1

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