



GO BEYOND

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

S.I.L. NO.
GEN-061R10

SERVICE INFORMATION LETTER

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Subject: **Engine Related Requests**

Applicability: **All Engine Models (excludes APU-APS models, see separate SILs)**

This Service Information Letter ("SIL") is revised to amend the pricing.

This Service Information letter is to advise all Pratt & Whitney Canada Corp. (P&WC) customers of its policy regarding requests for engine-related information which may include for example:

- Documentation binder (white)
- Log book recreation at the time of production. Log book will "not be original from at time of manufacture", but instead a version of what P&WC uses today to index engine information. Contents include:
 - Documentation index
 - Authorized Released Certificate (Form 1)
 - Final Acceptance Test Record Sheet (historically known as Performance Customer Sheet)
 - Life Blade Cards (when applicable)
 - Life Limited Part Log Card
 - Serialized Component List
 - Service bulletins (SB) and Air Directives at time of build (years 1990 to present only)
- Verification and confirmation of the Serialized Component List
- Original part(s) confirmation
- Life Limited Component (LLC) Form 1 for spare pool parts
- Engine data plate replacements
- Current available engine warranty status

Due to document retention policies, it is possible that certain documents may no longer be available.

This Service Information Letter is valid until superseded or cancelled by revision.

ISSUED: 31-Mar-2000
REVISED: 25-Jan-2021

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A written request by the owner/operator (or a delegated party acting on their behalf) is required before P&WC will commence processing the request.

Overhaul/repair facilities may not have shared their information with P&WC, so P&WC's engine history file may not have complete information. Engine Information that cannot be provided includes:

- Previous ownership records (due to privacy concerns)
- Field maintenance records
- Service investigation reports
- Reliability rates

At build and previous shop visit information requests made by OEMs or shops comprising P&WC's global network, i.e. Auxiliary Repair Facilities, Designated Maintenance Facilities, Designated Overhaul Facilities, Partnership Agreements, Service Centre Network, etc. for log book, part and SB information will be conducted by Customer Knowledge Management and there will be no charge for this service. For those Operators on a Pay per Hour (PpH) programs such as the Eagle Service Plan (ESP), Fleet Management Program (FMP), Fleet Service Pan (FSP) or those on Long-term Agreement (LTA) or Engine Service Agreement (ESA) there is no charge for retrieving historical documents. To ensure no delay in processing your request, please confirm your PpH Program type with your request.

In view of the large number of requests for such information and the often time-intensive nature of the request a nominal flat fee of \$1,900 USD (year 2021 economy) per engine serial number shall be payable if P&WC can supply the information. Regarding Warranty, P&WC may, at its own discretion, charge a flat fee of \$3,971 for a warranty policy re-instatement.

Please note that in providing information, P&WC makes no representation or warranty, express or implied, as to its adequacy, accuracy, sufficiency or freedom from defect of any kind. The information provided by P&WC represents only the available data in P&WC's electronic databases at the time of research.

Requests for engine-related information should be addressed to any of the following:

Email: customer.requests@pwc.ca
Telephone: +1-450-647-8000 or +1-800-268-8000

Or by mail at:

Pratt & Whitney Canada Corp.
Attn: Customer Knowledge Management (01FH5)
1000 Marie Victorin, Longueuil, Québec
Canada J4G 1A1

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The processes to receive engine related information and make payments are fully automated through the My P&WC Power Portal. P&WC encourages first time users to register on the My P&WC Power Portal (customer.pwc.ca) as soon as possible.

When you register on our portal, it establishes an immediate two-way communication channel that will facilitate the payment and flow of information between you and P&WC. Again, there are no fees charged if P&WC cannot retrieve the requested information. Customers will be notified once their requested information is available and accessible on My P&WC Power Portal.

Respectfully,



Name: Jean-François Bergevin
Title: Senior Manager, CS Central Reliability
Department: Chief Engineer Office, Customer Service

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