



GO BEYOND

P&WC 11524 (2021-07) MRO Information Management (9290)

S.I.L. NO. GEN-016R1

SERVICE INFORMATION LETTER

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Subject: **Basic Unplanned Removals (BUR): Warranty Considerations**

Applicability: **All Engine Models**

This Service Information Letter (SIL) is revised to communicate below updates:

- **Minor corrections**
- **Amend contact information**

This Service Information Letter outlines the procedure to be followed at a time when prematurely removed engines, subject to commercial support under the Warranty for New Engines and Extended Service Policy ("the Policy") are inducted in Maintenance Repair & Overhaul (MR&O) facilities:

P&WC reserves the right to have on-site representation during engine teardown to ensure evidence is not inadvertently mishandled, or recall the engine to P&WC for economic reasons in accordance with section 5.2 of the policy.

Operators are advised to notify their local P&WC Field Support Manager (FSM) or Warranty Administration prior to shipment of the engine to an MR&O facility to prevent delays in the processing of their engine and Warranty claim disposition.

Procedure: BUR engines shipped to MR&O facilities

1. When a prematurely removed engine is received at the MR&O facility, the resident FSM must be notified and provided with the available information related to the removed engine prior to work initiation.

If no FSM is available, notify Warranty Administration or the Customer First Center (CFirst) using the contact information at the end of this SIL.

This Service Information Letter is valid until superseded or cancelled by revision.

ISSUED: 01-Jun-1995
REVISED: 22-Jun-2023

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2. The engine may be put on hold so that the FSM can arrange to witness the engine teardown/preliminary investigation. The delay is not expected to exceed 48 hours and may be prevented if the operator notifies the P&WC representative or Warranty Administration prior to shipment of the engine to the MR&O facility.
3. Upon availability of a cost estimate, a request for commercial support may be submitted to P&WC Warranty Administration in accordance with the Policy. Availability of engine teardown/preliminary investigation data will allow for prompt disposition by P&WC in most cases.
4. Dependent on the nature or extent of the required repair, P&WC may elect to offer the operator an exchange engine or recall the engine to P&WC for economic reasons. The MR&O facility which carried out the previous repair or overhaul may provide representation during teardown of engine recalled.

In the event of an engine being recalled to P&WC, reimbursement will be made for additional transportation costs and for prior work authorized by P&WC. If MR&O's turnaround time is seriously affected a rental engine may be made available.
5. In case the Basic Unplanned Removals (BUR) necessitates a Limited Cost Overhaul (LCO), a letter of acceptance requiring Owner/Operator signature will be forwarded to the customer, normally via the MR&O facility, when Warranty work is authorized. Any work carried out prior to signed acceptance will be the responsibility of the proceeding facility.

P&WC Warranty Administration must be made aware immediately of any question or potential dispute that may arise regarding the determined cost to restore the engine.

The above procedure is intended to ensure a fair treatment of P&WC Operators in accordance with the Policy and speed up disposition of resultant Warranty claims. Should there be any doubt or need for clarification of P&WC position on a case-by-case situation P&WC Warranty Administration should be contacted.

Operators with questions about this SIL may contact their local P&WC Field Support Manager, Customer First Centre (CFirst) or Warranty Administration for additional information.

Customer First Centre (CFirst)
USA & Canada: 1-800-268-8000
International: +8000-268-8000 or: +01-450-647-8000
CFirst@pwc.ca

Warranty Administration
Direct line: 1-450-647-8180
Fax: 1-450-647-2831
warranty@pwc.ca

Respectfully,

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

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Laura Babbitt, Manager
Warranty Administration (01RD4)

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