



GO BEYOND

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

S.I.L. NO. GEN-034R4

SERVICE INFORMATION LETTER

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Subject: Engine maintenance at other than Pratt & Whitney Canada Corp. ("P&WC") recommended Time Between Overhaul ("TBO")/Hot Section Inspection ("HSI")/Periodic Maintenance intervals and the effect on Warranty.

Applicability: All P&WC Engine Models

Reference:

- a) All applicable P&WC Overhaul/Maintenance Manuals, Service Bulletins (SB) which provide recommended Overhaul, HSI and Periodic Maintenance intervals and related Service Information Letters (SIL)
- b) All applicable P&WC Warranty for New Engines and Extended Engine Service Policy

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

- Include periodic maintenance and update contact information.
- Perform various corrections.

P&WC would like to clarify that coverage under the P&WC Warranty for New Engines and Extended Engine Service Policy is conditional upon the maintenance and operation of the engine in accordance with the above referenced documents. Operators deviating from the P&WC published industry basic TBO and/or HSI intervals and/or Periodic Maintenance intervals without P&WC's prior written agreement may jeopardize their Warranty coverage.

1- Exceeding P&WC recommendations

The TBO and HSI intervals provided in the above referenced documents are the industry basic operating times recommended by P&WC.

The Periodic Maintenance intervals provided in the above referenced documents are the P&WC recommended maintenance intervals.

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Local Airworthiness Authorities normally require an Operator to follow these recommendations unless alternative arrangements have been made between themselves and the Operator. The referenced documents also provide the procedure pursuant to which an Operator may seek to extend its fleet TBO/HSI intervals, with the support of P&WC. However, such arrangements remain subject to, and require, the local Airworthiness Authority's approval.

Please note that although P&WC may support such an interval increase, such support does not in any manner whatsoever imply that the commercial support offered under the applicable Warranty for New Engines and Extended Engine Service Policy originally provided with the engine, will be modified to provide additional support. This is also true for "On-Condition" maintenance programs. TBO escalations and "On-Condition" maintenance programs are only intended to provide a method by which an Operator may reduce its operating costs.

For example, when P&WC supports an individual Operator's request for TBO escalation from the P&WC published fleet industry basic TBO of 3,000 hours to 3,500 hours, and approval has been granted by the Local Airworthiness Authorities, pro-rata credit and the benefits provided under the Warranty for New Engines and Extended Engine Service Policy will continue to be calculated using the fleet industry basic TBO of 3,000 hours.

2 - Premature Overhaul/HSI without due cause:

A "due cause" is a breakage or failure of an engine to function within the applicable Maintenance Manual parameters as a result of a defect in material or manufacturing workmanship.

Engine maintenance without due cause (i.e., the end of a lease contract, pre-purchase inspection) is not eligible for coverage under P&WC's Warranty for New Engines and Extended Engine Service Policies. However, Commercial Support Programs (CSPs) in effect at the time of shop restoration will be honored.

3 - Alternative Maintenance Programs not supported by P&WC:

Some Airworthiness Authorities may allow Operators to operate their engines beyond the engine manufacturer's recommended industry basic TBO, HSI or Periodic Maintenance intervals or may approve alternative maintenance programs not supported by P&WC. While this may satisfy the requirements of such Airworthiness Authorities, the Operator should not assume that this constitutes P&WC agreement or that the warranty coverage is not affected.

Operators with questions about this SIL may contact their local P&WC Field Support Manager (FSM), 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

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

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Respectfully,



Laura Babbitt, Manager
Warranty Administration (01RD4)

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