



GO BEYOND

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

S.I.L. NO. GEN-038R4

SERVICE INFORMATION LETTER

WARNING - PROPRIETARY RIGHTS NOTICE

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Subject: **Use of Non-Pratt & Whitney Canada (P&WC) Supported Parts or Non-P&WC Approved Repair Schemes.**

Applicability: **All P&WC Engine Models**

Reference: **All applicable P&WC New Engines and Extended Engine Service Policy**

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

- **Grammatical changes**
- **Update contact information**

P&WC maintains and subsidizes a comprehensive Warranty program for the benefit of its customers. In order for P&WC to continue to make a competitive and cost-effective Warranty program available, and to protect itself in the event of Warranty disputes or product liability allegations, P&WC must be able to ensure that engine repairs, as well as part repairs and replacements, are undertaken in accordance with P&WCs quality standards.

Accordingly, this SIL is issued to advise operators of P&WC powered aircraft that the embodiment of non-P&WC supported parts or non-P&WC approved repair schemes into an engine may affect Warranty coverage.

Further, P&WCs appointed Designated Overhaul Facilities (DOFs), Distributors and Designated Overhaul Facilities (DDOFs), and P&WC owned Service Centers are obligated to advise all Operators at each occurrence.

The attached **Consumer Protection Notification Regarding Warranty on Pratt & Whitney Canada Parts and Engines** form will be completed and submitted by the P&WC appointed DOF, DDOF or Service Centre and submitted to P&WC Warranty Administration.

ISSUED: 22-Oct-1999
REVISED: 13-Jun-2023

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MARIE-VICTORIN, LONGUEUIL
QUEBEC, CANADA J4G 1A1
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These completed forms shall also be kept on file by the DOF, DDOF or Service Centre and available for P&WCs Warranty and Field Support Manager in order to assist P&WC in relation to Warranty claims, and engine maintenance history records.

It should be noted that a P&WC approved repair is any repair described in the applicable P&WC Manuals or other written instructions which are approved in writing by P&WC.

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

Respectfully,



Laura Babbitt, Manager
Warranty Administration (01RD4)

PRATT & WHITNEY CANADA CORP

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

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S.I.L NO. GEN-038R3

1000 Marie-Victorin
Longueuil, Quebec, Canada J4G 1A1
Attention: Warranty Administration 01RD4

Telecopier: (450) 647-2831
E-Mail : warranty@pwc.ca

**CONSUMER PROTECTION NOTIFICATION REGARDING WARRANTY
ON PRATT & WHITNEY CANADA (P&WC) PARTS AND ENGINES**

Facility: _____	Work Order Reference: _____
Operator's Name: _____	Claim Reference: _____
Engine Model: _____	Engine Total Time: _____
Engine Serial Number: _____	Engine Total Cycle: _____

In connection with engine maintenance work identified above, DOF, DDOF or Service Centre has repaired Parts which: (Select as applicable)

- are not originally supplied by P&WC and accompanied by the P&WC Manufacturer's Release Certificate.
- are not identified in the applicable Illustrated Parts Catalogue (IPC) and accompanied by the Supplier's Release Certificate.
- are not repaired in accordance with P&WC approved repair processes.
- are not traceable, e.g., insufficient supporting documentation.

DOF, DDOF or Service Centre certifies that it expressly informed:

(Customer Representative (name/title))

that P&WC reserves the right to exclude any warranty coverage for such parts as well as warranty coverage that otherwise may apply to the extent P&WC determines that subsequent engine repairs or damages are directly attributable to the use of such Parts.

Part Description: _____	Part Number: _____
Part Serial Number: _____	Quantity: _____

DOF, DDOF or Service Centre: _____

Signature: _____ Date: _____
(Authorized Representative)

(send to P&WC via email, fax, mail or Busch to UR or claim Use one form per part)

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