



GO BEYOND

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

S.I.L. NO. GEN-044R2

SERVICE INFORMATION LETTER

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Subject: **Material returned to P&WC**

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

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

- **Standardization**
- **Contact information**

This Service Information Letter (SIL) is issued to provide guidelines on returning P&WC material for investigation / evaluation at P&WC.

1. Return of used engine parts or complete engines to P&WC for investigation or evaluation.

Operators and/or P&WC Representatives may request that engine parts or complete engines be returned to P&WC for investigation/evaluation

Material return will be authorized if the investigation/evaluation benefits in determining the root cause of a distress or premature wear. The return must be agreed with Service Investigation and/or Service Engineering in advance.

To prevent unnecessary shipping costs delays or material misplacement, P&WC must authorize the return prior to shipment. The authorization needs to be obtained in writing by using the attached Request For Authorization To Return Material (RARM) form (appendix 1) and its copy must be included in the shipment. After filling in the attached RARM form send it to Warranty Administration for further details (claim, UR etc. may be required).

Note: the parts should be returned in "as is" condition, i.e., not cleaned prior to return. Unauthorized shipments or shipments with missing documents will be returned to the originator at their expense.

2. Defective new material return.

This Service Information Letter is valid until superseded or cancelled by revision.

ISSUED: 03-Jun-1998
REVISED: 03-Aug-2023

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Please use your source of supply (place of purchase) as a primary contact for defective new material return instructions. In reference to new material bought from P&WC (either non-conforming material or shipment discrepancies) kindly refer to SIL GEN-015-Shipment Discrepancies, New Non-Conforming Material and Material Returns, issued by Spare Parts Services Dept.

3. Return of used accessories for repair or investigation.

Please contact your source of supply (place of purchase) for information regarding repairs and investigations. Please refer to appendix 2 to ensure all necessary information is delivered.

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)

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SIL GEN-044R1 Appendix 1

REQUEST FOR AUTHORIZATION TO RETURN MATERIAL (RARM)

1. General info:

REF No:	ENGINE S/N:
CUSTOMER NAME:	ENGINE MODEL:
ENGINE TIME SINCE NEW:	EVENT DATE:
ENGINE TIME SINCE OVERHAUL:	REASON FOR REMOVAL:

2. List of parts:

QTY	PART NUMBER	PART NAME	SERIAL NUMBER	TSN/CSN	REASON FOR RETURN

3. Investigation details:

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SIL GEN-044R1 Appendix 1

4. Shipping Instruction

DESTINATION: P&WC PLANT 5
 P&WC PLANT 1
 Other: _____

TRANSPORTATION: SHIP PRE-PAID
 SHIP COLLECT

DISPOSITION AFTER INVESTIGATION: SCRAP ON SITE
 RETURN TO SENDER

5. Date and a printed name of:

DATE _____

PERSON RETURNING PARTS _____

PWC EMPLOYEE REQUESTING RETURN _____

6. Material return authorization:

Please ensure that after filling in this form you send it to Warranty Administration for P&WC Employee authorization and further instructions:

SIGNATURE OF P&WC EMPLOYEE AUTHORIZING RETURN _____

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SIL GEN-044R1 Appendix 2

ACCESSORY INDUCTION INFORMATION FORM

Customer name: _____

Contact Person name: _____

Phone number: _____

E-mail address: _____

Reference number: _____

Commercial Support Program no. _____

P&WC claim no.: _____

- Work-scope:** Warranty
 Repair
 Overhaul

Engine S/N: _____ Engine Model: _____

Engine TSN: _____ Engine CSN: _____

A/C Reg No.: _____

Part No.: _____ Part S/N: _____

Part TSN: _____ Part TSO or TSR:: _____

Part Removal Date: _____

Reason for Part Removal: _____

Exchange Unit Supplied: No
 Yes – if YES provide S/N: _____

Name of Supplier: _____

Invoice No.: _____

Was a P&WC Field Support Manager (FSM) present?
 No
 Yes – if YES name of FSM: _____

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