



**GO BEYOND**

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

S.I.L. NO.  
**GEN-061R11**

# SERVICE INFORMATION LETTER

## WARNING - PROPRIETARY RIGHTS NOTICE

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Subject: **Engine Related Requests**

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

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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.

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This Service Information Letter is valid until superseded or cancelled by revision.

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REVISED: 19-Mar-2024

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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 \$2,500 USD (year 2024 economy) per category of document or \$11,000 USD (year 2024 economy) for all available engine documentation shall be payable if P&WC can supply the information. Please refer to the customer request form in Annex A. 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.

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

Email: [customer.requests@pwc.ca](mailto: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

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](http://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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ANNEX A: Customer request form

**THIS DOCUMENT DOES NOT CONTAIN TECHNICAL DATA**  
Export Classification Date: 19-Feb-24

**CUSTOMER REQUEST FORM**

**\*\*\* The customer requesting e-mail must be accompanied with this Form**

Internal Order No.:  Contact Name of Customer making request:    First name Last Name

Company Name:  SAP Customer code associated:

Sent documents Attention:

Sent documents Address:   
(Full address)

\*Phone number of Attention person (Mandatory)

**Date:**

Engine S/N:

Engine Model:

Fast-track (Y/N?)  Note: additional fees of 500\$ will be applied to prioritize and expedite request

**How**

Electronically Scanned  Hard copy by FedEx   
(Send to: customer.requests@pwc.ca) (Send directly to customer)

Electronically Scanned and By FedEx   
(Send to customer.requests@pwc.ca and send directly to customer)

<b>What</b>	<b>REQUESTED</b>	<b>SENT (Filled by AIS)</b>	<b>PRICE</b>
<b>Documents required</b>			
<b>All available documents related to ESN</b>	<input type="checkbox"/>	<input type="checkbox"/>	\$ 11,000
ARC - FORM ONE or TCCA 24-0078 <small>(EASA Form One or FAA 8130-1 or TCCA 24-0078)</small>	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Service Bulletins (as done at Production)	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Airworthiness directives (as done at Production)	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Blank Logbook with production document	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Binder with serial number insert	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Serialized Parts List:	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Customer Test result (Test/Performance Sheet)	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Life Limited Cards:	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Original Part Confirmation:	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Serialized Components Discrepancy Review	<input type="checkbox"/>	<input type="checkbox"/>	\$ 2,500
Others: <input type="text"/> <small>*****</small>			\$ 2,500 <small>(per category of document)</small>

**Remark:**  
Additional info:  \*\*\*\*\*

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