



GO BEYOND

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

S.I.L. NO. GEN-065R1

SERVICE INFORMATION LETTER

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Subject: **Information Required to Process New Engine Accessory Warranty Claims**

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

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

- **Contact information**
- **Correct grammatical errors**

At P&WC, we are actively working to streamline our internal warranty administration to accelerate claim processing time and to further improve customer satisfaction. This Service Information Letter ("SIL") is issued to explain the data which must be submitted to P&WC Warranty with an accessory claim.

P&WC Warranty coverage is based on accessory time, engine Time Since New ("TSN"), or the length of time in service, or a combination of both depending on the applicable Warranty for New Engines and Extended Service Policy ("Basis Coverage"). To ensure that your claim is processed in an accurate and timely manner effective June 1, 2002, the following information **MUST** accompany a removed accessory when it is returned for warranty consideration:

- Accessory part number serial number, and TSN (or Time Since Overhaul/Time Since Repair (TSO/TSR) if applicable)
- Engine serial number and TSN
- Purchase Order ("PO") number, date of installation, time since installation (if the accessory is not original to the engine)
- Detailed reason for removal (accessories removed for "troubleshooting", "overhaul", "test as received", "upgrade", "unserviceable", etc., will not be processed for warranty consideration)
- Event date

This Service Information Letter is valid until superseded or cancelled by revision.

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REVISED: 29-Jun-2023

Page 1 of 3

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Please note that there will be no "after-the-fact" consideration for warranty if the above information is provided after the accessory been processed and recertified.

The requirement for this information reflects the link between the accessory coverage and the engine coverage defined as the Basic Coverage. For example, if the engine Warranty as set out in the applicable Basic Coverage period is 1000 hours, then the installed accessory is covered for a confirmed defect in material or manufacturing workmanship for the same period. The only deviation would be for those P&WC Warranty policies that specifically identify a separate accessory coverage.

If a serviceable exchange accessory is installed on an engine within the Basic Coverage timeframe, the accessory will assume the balance of the engine Basic Coverage period or the applicable shop workmanship Warranty, whichever is the greater.

The instructions for completing claim paperwork are found in SILs GEN-044 ("Return of Engine Parts to P&WC for Investigation/Evaluation") and GEN-045 ("Changes to the Warranty Claim Process"); however, in the case of accessories, any form of document that provides all the mandatory information highlighted above will be accepted. The claim and the removed accessory (if applicable) must be submitted to the source of supply of the replacement accessory if one was provided. It is very important to ensure that, when submitting a claim for a removed unit that has been replaced with an advance exchange, all references to the PO on which the advance exchange was ordered are also clearly referenced on the claim (in addition to the information identified above).

Additionally, in accordance with all P&WC's Warranty for New Engines and Extended Service Policies, claims must be submitted within 180 days (6 months) of the accessory event.

P&WC Warranty will only cover the repair of a defective unit or its replacement with a serviceable exchange accessory: Warranty does not issue credit for the purchase of new accessories within the Basic Coverage period, regardless of the number of hours accumulated on the engine or the removed accessory. Only in those rare cases where an accessory is declared "scrap" or "non repairable" due to a defect in material and/or manufacturing workmanship will a credit be issued, unless a serviceable accessory is available and can be supplied to the customer on a "no charge" basis as a replacement.

Warranty does not cover upgrades/modifications unless the upgrade is required to address the confirmed reason for removal or is covered by a P&WC Commercial Support Program (CSP).

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

Warranty Administration
Direct line: 1-450-647-8180
Fax: 1-450-647-2831

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Page 2 of 3

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CFirst@pwc.ca

warranty@pwc.ca

Respectfully,



Laura Babbitt, Manager
Warranty Administration (01RD4)

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Page 3 of 3

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