



GO BEYOND

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

S.I.L. NO. GEN-117R1

SERVICE INFORMATION LETTER

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Subject: **Warranty Allowance for Consumable Materials and Miscellaneous Parts used during engine line maintenance work in the field.**

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

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

- **Update Consumable Materials and Miscellaneous Parts allowance**
- **Correct contact information and minor 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 define and explain the use of a Consumable Materials and Miscellaneous Parts allowance which is implemented to optimize the claim process for these types of materials and parts.

Definitions:

Consumables Materials: Expendable materials as defined in P&WC Maintenance Manuals (MM) introduction section(s) and/or the consumable material section(s) and which are required during line maintenance: E.G.: Grease, Silicone, Sealant, Abrasive Emery, Gloves, tape, lock wire, etc.

Miscellaneous Parts: Expendable parts as defined in P&WC MM, standard practices section: Miscellaneous parts are parts requiring replacement 100% of the time at assembly: E.G., Gaskets, Packings, O-Rings, rubber parts, etc.

Effective as of the date of this SIL, P&WC Warranty is offering the following allowances, without receipts, for line maintenance work performed in the field only; provided that, the Consumable Materials and / or Miscellaneous Parts are prescribed by the P&WC MM.

This Service Information Letter is valid until superseded or cancelled by revision.

ISSUED: 12-Mar-2012
REVISED: 14-Apr-2023

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Consumable Materials*:

- Per above definition, up to a maximum of \$70 USD per event

**Fluids required to operate the Engine (Oil, Fuel, etc.) are not Covered*

Miscellaneous Parts:

- Per above definition, up to \$365 USD per event.

NOTE: P&WC reserves the right to audit any Consumable Materials and Miscellaneous Parts claimed in accordance with P&WC MM requirements as defined above.

Additionally, in accordance with all P&WC warranty policies, claims must be submitted within 180 days of the event.

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, Associate Director
Warranty Administration (01RD4)

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