



GO BEYOND

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

S.I.L. NO. GEN-121R1

SERVICE INFORMATION LETTER

WARNING - PROPRIETARY RIGHTS NOTICE

This document is the property of Pratt & Whitney Canada Corp. ("P&WC"). You may not possess, use, copy or disclose this document or any information in it, for any purpose, including without limitation to design, manufacture, or repair parts, or obtain FAA or other government approval to do so, without P&WC's express written permission. Neither receipt nor possession of this document alone, from any source, constitutes such permission. Possession, use, copying or disclosure by anyone without P&WC's express written permission is not authorized and may result in criminal or civil liability.

Subject: **Mobile Repair Team) Travel Allowance Instructions for Warranty or ESP™ Program coverage.**

Applicability: **All Engines**

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

- **Revise allocated amount**
- **Grammatical corrections**
- **Contact information**

The purpose of this Service Information Letter (SIL) is to provide Traveling Allowance general guidelines with regards to Mobile Repair Team (MRT) interventions under Warranty or ESP™ Program coverage if applicable.

General:

P&WC will authorize MRT coverage under one of the following conditions:

- 1) After receipt of a Purchase Order (PO) from the Customer for work being performed under Warranty coverage.
- 2) If applicable, after receipt of an ESP™ Program Work Authorization (WA) number for repairs being performed under ESP™ Program coverage.
Upon receipt of either PO or WA, the P&WC Customer First Center (CFirst), P&WC Field Support Manager (FSM) or P&WC Customer Manager (CM) can authorize the MRT intervention. Once MRT is authorized an MRT Coordinator will be assigned to support the event.
- 3) The MRT Travel Allowance should only include travel related costs such as transportation, hotel, meals, car rental and expenses and labour hours for travel time only.

This Service Information Letter is valid until superseded or cancelled by revision.

ISSUED: 10-Sep-2012
REVISED: 13-Apr-2023

Page 1 of 5

PRATT & WHITNEY CANADA CORP.

MARIE-VICTORIN, LONGUEUIL
QUEBEC, CANADA J4G 1A1
PRINTED IN CANADA

NOTE:

Parts, freight, R&I (Removal & Installation) and preparation, waiting and work performed on engine labor costs are out of scope of this SIL. Those line items should be listed in the same claim on separate lines which will allow eligibility of Warranty to be assessed.

MRT Travelling Guidelines:

Please refer to Appendix I.

MRT Labor Rates:

Labor rates are defined between P&WC Service Centers and MRT Providers and adjusted based on geographical regions.

Please contact CFirst to obtain rates.

MRT Provider Responsibilities:

Prior to Departure

- Obtain all necessary authorizations prior to performing work (PO or WA).
Should the estimated total of the MRT travel expenses, meals, hotels, car rental, visa requests, and travel time labor exceed \$20,000 USD, obtain further authorization and written authorization from CFirst, FSM or CM.

During Intervention and After Intervention:

- Successfully perform all steps of the work instructions within the defined budget.
- Prior to filing a claim, complete all necessary paperwork and certificates. Submit a written report to CFirst, FSM or CM.
 - Return or scrap parts locally as per work instructions.
 - Update Logbooks.
 - Complete and submit Service Bulletin(s) completion forms to P&WC.
 - Provide final report to CFirst, FSM or CM.
- Prepare and submit Claim with all necessary documentation (see Appendix I)
 - Transportation (Air / Rail E-Invoice or Ticket).
 - Hotel bills showing detailed charges.
 - Car rental bill.
 - Meals: Detailed receipts for all personal meals (no restaurant tear tabs).
 - Other receipts for items being claimed for reimbursement.
 - Written authorization for \$20,000 USD exceedance.

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

ISSUED: 10-Sep-2012
REVISED: 13-Apr-2023

Page 2 of 5

P&WC Proprietary Information. Subject to restriction on first page.

PRATT & WHITNEY CANADA CORP.

MARIE-VICTORIN, LONGUEUIL
QUEBEC, CANADA J4G 1A1
PRINTED IN CANADA

Pratt & Whitney Canada Corp.
SERVICE INFORMATION LETTER

S.I.L. NO. GEN-121R1

Claim Instructions:

For all MRT Providers: P&WC Warranty/ ESP™ Program eClaim

Registered users:

1) Log into eportal.pwc.ca

2) Select "Create an eClaim" found under Warranty and Commercial Support.

If not registered:

1) Go to www.pwc.ca/eclaim

2) Select option to Create an eClaim.

Fill in the required information and submit your online claim P&WC reserves the right to deny a claim or modify a portion of a claim not respecting the above MRT provider responsibilities.

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.

ISSUED: 10-Sep-2012
REVISED: 13-Apr-2023

Page 3 of 5

P&WC Proprietary Information. Subject to restriction on first page.

PRATT & WHITNEY CANADA CORP.

MARIE-VICTORIN, LONGUEUIL
QUEBEC, CANADA J4G 1A1
PRINTED IN CANADA

SIL GEN-121 Appendix I

Mobile Repair Team travelling guidelines for MRT Allowance
(Warranty and ESP™ Program interventions)

General:

All MRT travel must be approved in advance with a customer Purchase Order or an ESP™ Program Work Authorization number.

In instances where the event can be planned, to benefit from substantial savings on airline tickets, reservations should be made seven (7) days prior to departure.

Airfare:

All North American (including Mexico and Caribbean's) air travel must be in Economy class and booked at the lowest logical airfare available.

Use of business class will be authorized on a case-by-case basis by local MRT coordinators.

Travelers must use the lowest logical airfare available.

Any deviation from the above requires pre-approval from P&WC Local MRT Coordinator.

Hotels:

MRT Teams in travel status will be reimbursed for hotel room according to reasonable actual costs.

Meals:

MRT Teams in travel status will be reimbursed for personal meals according to reasonable actual costs when the trip spans over one or more normal mealtimes.

Copies of detailed restaurant receipts are required for reimbursement; alcoholic beverages are not covered.

Tips included on meal receipts will be reimbursed. Any tips considered excessive will not be reimbursed.

Car Rental:

Travelers should book midsize/intermediate vehicles. Rental of a more expensive class of vehicle will not be reimbursed without a written justification of the business need added to the MRT Expense Claim.

Other Modes of Transportation:

Any other mode of transportation shall be reviewed and approved by the local MRT coordinator.

For local interventions, use of personal vehicle may be permitted, and reasonable expenses will be covered.

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

ISSUED: 10-Sep-2012

REVISED: 13-Apr-2023

Page 4 of 5

P&WC Proprietary Information. Subject to restriction on first page.

PRATT & WHITNEY CANADA CORP.

MARIE-VICTORIN, LONGUEUIL
QUEBEC, CANADA J4G 1A1
PRINTED IN CANADA

SIL GEN-121 Appendix I

Other Expenses considered for Reimbursement

- Gas
- Parking
- Tolls
- Taxi's only, (limousines excluded).
- Communications will be reimbursed for the cost of phone calls that are reasonable and necessary for conducting business.

Claim Documentation Requirements:

- MRT Providers must submit the following documentation along with their MRT travel Allowance eClaim:
- Air/Rail - E-invoice and/or original ticket.
- Hotel folio detailing charges.
- Car rental - rental car bill.
- Meals - detailed receipts for all personal meals (no restaurant tear tabs).
- Other receipts

All Receipts must include the name of the vendor, location, date, and amount.

PDF Copies are accepted but originals shall be kept by claimant. P&WC Warranty and / or ESP™ Program reserves the right to audit any claim.

Warranty and the ESP™ Program have the authority to modify claims for items deemed not eligible for reimbursement.

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

ISSUED: 10-Sep-2012
REVISED: 13-Apr-2023

Page 5 of 5

P&WC Proprietary Information. Subject to restriction on first page.

PRATT & WHITNEY CANADA CORP.

MARIE-VICTORIN, LONGUEUIL
QUEBEC, CANADA J4G 1A1
PRINTED IN CANADA