



**GO BEYOND**

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

S.I.L. NO.  
GEN-122R11

# SERVICE INFORMATION LETTER

## WARNING - PROPRIETARY RIGHTS NOTICE

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Subject: **Recovery Fee for Maintenance Deviation Letters**

Applicability: **All P&WC products except PW900 and APS-Model APU**

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This Service Information Letter advises our customers of the policy regarding Maintenance Deviation Letters (also known as DAA – Design Approval Appointee – letters). These letters are requested by operators who seek temporary variances to engine maintenance guidelines as set out in P&WC's engine Instructions for Continued Airworthiness (ICAs). When DAA approval is not applicable then they are called Manufacturer's Maintenance Recommendation letters.

The requests are received 24/7/365 and generally require a response on an urgent basis. Invariably, Maintenance Deviation Letters deal with airworthiness issues and require careful analysis by a number of experts within the company. P&WC therefore applies a recovery fee towards the preparation and the issuance of these letters.

For the Maintenance Deviation Letter (DAA) or Manufacturer's Maintenance Recommendation Letter fee, please refer to CFirst for current pricing. The fee is applicable per engine and will be applied to letters which provide additional maintenance recommendations for situations in service – such as unavoidable maintenance scheduling conflicts and exceptional conditions – that are outside the engine's published ICAs.

All DAA or Manufacturer's Maintenance Recommendation Letter requests – or situations where such a Letter might be applicable – should be directed to P&WC's Customer First Centre (CFirst). (Contact details for P&WC CFirst are at the end of this Service Information Letter.) The P&WC CFirst representative will record the details of your situation. This information will be provided to the appropriate P&WC Program Customer Engineer who will determine if a DAA Letter is acceptable, and applicability of the aforementioned fee. If you decide to proceed with the letter, you must send your written acceptance to proceed and acceptance of the fee to CFirst. (Note: The fee is not applicable when the DAA letter request is not approved by the Customer Engineer) The P&WC CFirst representative will verify that you have a P&WC customer account and are registered on our customer portal. You will be asked to go to the portal and arrange for payment of the DAA Letter once it is ready. You will access your DAA Letter from the customer portal.

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

ISSUED: 27-Aug-2012  
REVISED: 29-Jun-2022

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P&WC encourages you to register on our customer portal as soon as possible. This includes Directors of Maintenance, repair technicians and others who deal with P&WC on a regular basis. When you register on our portal, it establishes an immediate two-way communication channel that will facilitate the flow of information between you and P&WC.

For more information on Maintenance Deviation Letters, please contact our P&WC CFirst:

**P&WC Customer First Centre (CFirst):**

Email: [cfirst@pwc.ca](mailto:cfirst@pwc.ca)

Tel.: 1-800 268 8000 / (Int'l access code)-8000 268 8000 / 1-450-647-8000

Yours truly,

PRATT & WHITNEY CANADA CORP

*Martin Michaud*

Martin Michaud

Manager, Customer First Centre  
Customer Service

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