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P&WC 11524 (2020-10) MRO Information Management (9290)

S.I.L. NO.
GEN-135R1

SERVICE INFORMATION LETTER

WARNING - PROPRIETARY RIGHTS NOTICE

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Subject: **Aviation Accidents / Incidents - Return to Service of Affected P&WC Products and The Effect on Engine Warranty and Service Policies Status**

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

This Service Information Letter revision is released to remove auxiliary power units (APU) from the applicability and to add Aircraft Registration Number and other clarifications to the information requested in Appendix A.

Pratt & Whitney Canada ("P&WC") wishes to advise owners, operators and maintainers of P&WC engines or engine parts (P&WC Products) of the policies regarding those products involved in aviation accidents or incidents and the possible associated limitations on both serviceability and the applicable P&WC Warranty for New Engines and service Policies (Warranty).

P&WC strongly recommends that operators report any accident or incident involving P&WC Products in a timely manner, regardless of whether applicable maintenance criteria exists in the published Instructions for Continued Airworthiness ("ICA") or not. This will enable the evaluation and investigation of these events, as well as the determination and provision of any additional or customized maintenance recommendations that may be required to restore serviceability and reinstate Warranty.

For the purposes of this SIL, an accident or incident encompasses (but may not be limited to) any event wherein the P&WC Product is subjected to abnormal loads or conditions such as excessive "G" forces, sudden stoppage, abnormal temperatures, or exposure to chemical agents or thermal shock. This would include events such as aircraft contact with the ground outside of the intended landing site, engine separation from the airframe, burst, external fire or any other situation in which the aircraft receives damage affecting structural strength, performance or flight characteristics and requires major repairs, or replacement/repair of a major component or combination of components.

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ISSUED: 21-Feb-2017
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Page 1 of 8

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Background

P&WC is normally informed of all accidents and incidents involving P&WC Products by the local airworthiness authority, the local P&WC Field Service Representative ("FSR"), the aircraft manufacturer, maintenance providers or the operator. Upon receipt of such notification, the Warranty is automatically suspended until such time as the Warranty reinstatement requirements defined herein are fulfilled.

In compliance with applicable regulations, P&WC develops and maintains ICAs for each of its engine models. These are defined to provide the minimum maintenance requirements to ensure the continued airworthiness of Products operated within the normal aircraft operating envelop, or which encounter those abnormal operational events which can reasonably be anticipated to occur in service (e.g. lightning strike, prop-strike, dropped engine, etc.). However, P&WC Products involved in accidents or incidents may be subjected to loads or conditions exceeding their design envelop. This can result in damage which may be undetectable or indeterminable using standard methods applied through normal engine maintenance or overhaul. As the ICAs cannot be expected to address all possible contingencies arising from such events, P&WC will conduct an assessment of the circumstances and of the Product condition to establish what (if any) additional inspection, test or repair may be required to ensure continued airworthiness.

Consequently, it is in the best interest of operators wishing to return P&WC Products to service following an accident or incident (beyond those specifically addressed in the applicable Maintenance and Overhaul Manuals) to provide P&WC with all pertinent information essential to the development of any additional maintenance criteria required to restore serviceability and to the assessment of the effect on the status of applicable Warranty.

Reporting Events

Operators are requested to report the details of an accident or incident, regardless of the extent of damage incurred. The attached sample form (Appendix A) is intended to assist operators in reporting all necessary information to P&WC, including:

- Engine serial numbers, running times and accumulated cycles
- A detailed description of the accident/incident (including pilot's report, if available)
- Photographs of the P&WC Products and airframe showing all external damage sustained
- A copy of the investigating regulatory authorities' report, if available.

Details can be reported through P&WC's Customer First (Tel 450-647-8000 or 1-800-268-8000; email cfirst@pwc.ca) or through a P&WC Service Centre or a P&WC Designated Overhaul Facility.

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

ISSUED: 21-Feb-2017
REVISED: 03-Jun-2021

Page 2 of 8

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Return to Service and Warranty Reinstatement Processes

At an engine level, the following steps are required:

1. The operator must provide P&WC with the information required in reporting events (above).
2. The engine must be sent to a facility designated by P&WC for disassembly and inspection. Upon completion, a detailed report of the findings must be submitted to P&WC for evaluation.
3. P&WC will, in accordance with applicable procedures, establish the maintenance recommendations (workscope) and furnish any supplemental instructions for Continued Airworthiness (approved data) required to ensure serviceability and to reinstate applicable Warranty.

NOTE: The above requirements do not relieve the Operator from the obligation to comply with all applicable government or regulatory authorities' airworthiness limitations and directives.

4. P&WC will issue a letter of Warranty reinstatement to the operator upon receipt and review of confirmation of compliance with the recommended workscope, including a list of all replacement parts incorporated accompanied by supporting documentation (Appendix B). A warranty reinstatement fee may be applicable per SIL GEN-061.

The normal terms of the applicable Warranty exclude warranty coverage for parts that have been involved in an accident/incident and where the subject P&WC Product's subsequent failure is attributable to that part.

P&WC RESERVES THE RIGHT TO REFUSE TO REINSTATE THE WARRANTY OR REVOKE THE WARRANTY REINSTATEMENT IF ANY RELEVANT INFORMATION IN CONNECTION WITH THE ACCIDENT/INCIDENT IS WITHHELD OR OTHERWISE NOT PROVIDED PRIOR TO EVALUATION AND THE ABOVE PROCEDURE IS NOT STRICTLY COMPLIED WITH.

At the part level, including cases where engines are reduced-to-spares (RTS), the onus lies with the RTS facility to disclose any associated accident/incident event history to repair and overhaul facilities tasked with inspection or maintenance in re-certifying the part. Parts considered repairable or "As Removed", must be properly identified to enable future repairs. "Repairable" and "As Removed" tags generated by the RTS facility for parts removed from accident or incident engines must include a description of the event to indicate the possibility of additional inspection and repairs being required for these parts. In the absence of such information, it will be assumed that there is no relevant accident/incident event history.

Note that P&WC Products inspected and/or repaired and found airworthy in accordance with overhaul manual or supplementary instructions provided by P&WC should not be considered "purged" of relevant accident or incident history and may be subject to commercial disclosure requirements requested by third parties.

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

ISSUED: 21-Feb-2017
REVISED: 03-Jun-2021

Page 3 of 8

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

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Note also that P&WC reserves the right to decline provision of supplemental maintenance criteria where damage is deemed sufficiently extensive to preclude return to service of the P&WC Products involved.

Other Considerations

For record purposes, owners, operators and maintainers permanently removing a P&WC engine from service through either scrapping or Reduce-to-Spares activities are encouraged to provide a photograph evidencing the destruction of the subject engine's data plate to their local P&WC FSR.

Yours truly,

PRATT & WHITNEY CANADA Corp.



| Tammy Stupalo
Deputy Chief Engineer
Customer Service

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

ISSUED: 21-Feb-2017
REVISED: 03-Jun-2021

Page 4 of 8

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

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APPENDIX A

CRM CASE No. (P&WC use only) _____

Section 1 – Aviation Accident / Incident Report

Aircraft Operator Information:

Company Name: _____

Address: _____

City: _____ State/Province: _____ Country: _____

Contact Name: _____ Phone: _____ Fax/Email: _____

Aircraft Information:

Aircraft Type: _____ Aircraft Serial No: _____

Aircraft Registration Number: _____ Aircraft Total Time: _____

Describe Aircraft Damage (Include photographs¹):

Accident / Incident information:

Location (City, State, Country): _____

Date: _____ Time: _____

Reported to Regulatory Authorities? Yes No Resulting loss of life? Yes No

Regulatory Authority Report² issued? Yes No Resulting Personal Injuries? Yes No

Description (Provide Pilots' report, if available):

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ISSUED: 21-Feb-2017
REVISED: 03-Jun-2021

Page 5 of 8

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

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Engine Information Right Hand Installation:

Engine Model: _____ Engine Serial No: _____

Total Time Since New: _____ Total Cycles Since New: _____

Total Time Since O/H: _____ Total Cycles Since O/H: _____

Describe R/H Engine Damage and Maintenance Manual inspection performed (Include photographs¹):

Engine Information Left Hand Installation:

Engine Model: _____ Engine Serial No: _____

Total Time Since New: _____ Total Cycles Since New: _____

Total Time Since O/H: _____ Total Cycles Since O/H: _____

Describe L/H Engine Damage and Maintenance Manual inspection performed (Include photographs¹):

Engine Information Centre Installation:

Engine Model: _____ Engine Serial No: _____

Total Time Since New: _____ Total Cycles Since New: _____

Total Time Since O/H: _____ Total Cycles Since O/H: _____

Describe Centre Engine Damage and Maintenance Manual inspection performed (Include photographs¹):

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ISSUED: 21-Feb-2017
REVISED: 03-Jun-2021

Page 6 of 8

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

PRATT & WHITNEY CANADA CORP.

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Repair/Overhaul Facility Information:

To which P&WC Designated Overhaul Facility (DOF) will the Engine be shipped?

Facility Name: _____

City: _____ Country: _____

Note: A report of the findings and a list of all replacement parts including supporting documentation must be provided to P&WC via email: CFirst@pwc.ca

¹ Add separate pages if required.

² Regulatory authority/investigation agency report must be provided if available.

Note: In order to enable P&WC to develop the instructions required to restore serviceability and to assess the effect on the engine's Warranty status, please complete all fields in this form with all pertinent information available.

Operator's Signature:

Date: _____

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ISSUED: 21-Feb-2017
REVISED: 03-Jun-2021

Page 7 of 8

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

PRATT & WHITNEY CANADA CORP.

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Appendix B

For the purpose of Warranty reinstatement, P&WC must evaluate Engines which have experienced an accident/incident regardless of the extent of damage. In order to do so, the following procedure must be complied with:

P&WC will issue a letter of Warranty reinstatement to the Operator upon receipt and review of the following information:

1. Engine Model: _____
2. Engine Serial Number: _____
3. Confirmation of compliance with the recommended work scope

4. Date of Engine shipment from DOF/Shop: _____
5. A report of the findings and a list of all replacement parts including supporting documentation must be provided to P&WC via email: CFirst@pwc.ca

For performing a Warranty Policy reinstatement, a fee may be applicable per SIL GEN-061.

P&WC RESERVES THE RIGHT TO REFUSE TO REINSTATE THE WARRANTY OR REVOKE THE WARRANTY REINSTATEMENT IF ANY RELEVANT INFORMATION IN CONNECTION WITH THE ACCIDENT/INCIDENT IS WITHHELD OR OTHERWISE NOT PROVIDED PRIOR TO EVALUATION AND THE ABOVE PROCEDURE IS NOT STRICTLY COMPLIED WITH.

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Page 8 of 8

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

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