

Service Bulletin No: 45-002

Ref No: 230

Modification No: EC-09-0154

ATA Chapter: 45

**UPGRADE THE HONEYWELL PRIMUS APEX OPERATIONAL SOFTWARE TO BUILD 5.3.1****1. Planning Information****A. Effectivity**

PC-12/47E aircraft MSN 545 and MSNs 1001 thru 1132.

This modification will be accomplished during production on MSN 1133 and subsequent.

**B. Concurrent Requirements**

None

**C. Reason****(1) Problem**

Primus APEX Build 5 software has a problem which may result in invalid NG and NP indications and fuel flow indications constantly showing zero after power up. This is caused by an automatic Built In Test (BIT) at power-up of the CSIO module in the Modular Avionics Unit.

A new version of the Primus APEX operational software has been released to correct this problem. The new version is referred to as Build 5.3.1.

**(2) Solution**

Update the Honeywell PRIMUS APEX Software to Build 5.3.1 if invalid NG and NP or frozen fuel flow indications have been seen after power up.

**D. Description**

This Service Bulletin gives the data and instructions necessary to do a full software load to update the Honeywell PRIMUS APEX Software to Build 5.3.1.

Revision 1 to this Service Bulletin adds a Note regarding downgrade of Operational software Build standard and adds a copyright paragraph. Customers who have incorporated this Service Bulletin at initial issue do not need to do further work.

**E. Compliance**

Recommended if invalid NG and NP or frozen fuel flow indications have been seen after power up.

**F. Approval**

The technical content of this Service Bulletin is approved under the authority of DOA No. EASA. 21J. 357.

PILATUS advises Operators/Owners to check with their local Airworthiness Authorities for any changes, local regulations or sanctions that may affect the embodiment of this Service Bulletin.

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**H. Manpower**

	Total
Modification	1.0
Close up	0.5
<b>TOTAL MAN-HOURS</b>	<b>1.5</b>

**I. Weight and Balance**

Not changed.

**J. Electrical Load Data**

Not changed.

**K. Software**

The Honeywell PRIMUS APEX Software is updated to Build 5.3.1.

**NOTE:** It is NOT acceptable to downgrade the Primus APEX Operational software (i.e. install a lower Build standard of Operational software than that which is currently loaded).

**L. References**

Aircraft Maintenance Manual (AMM): 12-B-24-00-00-00A-901A-A, 12-B-45-45-00-00A-550A-A.

**M. Publications Affected**

AMM.

**N. Interchangeability of Parts**

Not applicable.

**2. Material Information****A. Material - Price and Availability**

Operators should contact their local Honeywell representative to order the new APEX software.

If you want more information about the serialization of software build 5, please contact us as follows:

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**B. Warranty**

- (1) Honeywell agrees to cover the costs for parts and labor of affected aircraft on approval of a warranty claim, provided the work is accomplished by an appropriately rated Honeywell Service Center within 12 months of the issue date of this Service Bulletin. A properly completed warranty claim may be filed by accessing the Honeywell Aerospace web page at:  
<https://portal.honeywell.com/wps/portal/aero/serviceprograms/warranty>  
and selecting the Bendix King logo.