

SUBJECT: PC-12/47E Aircraft Crew Alerting System Exceedance Messages

To all Customers, Operators and Service Centers:

Date: Apr 06/11

This Service Letter is issued to draw attention to the following information:

The PC-12/47E Primus APEX Aircraft Condition Monitoring System (ACMS) monitors specific engine and aircraft parameters and records events when certain limits are exceeded.

For the purpose of reviewing recorded exceedances and crew initiated events from the ACMS data, The Trend Group (www.thetrendgroup.com) has produced a web-based application available on: www.pilatus-aircraft.com -> Customer Support -> Technical Support
or
via the direct link www.FlightDataReview.com.

It can be used to identify the type, extent and duration of an exceedance, enabling the maintenance personnel to decide on further actions.

The Primus APEX system supports two methods for transferring the ACMS log data on the ground:

- via the Secure Digital (SD) card in the slot of the Multi Function Controller (refer to POH Section 7, Primus APEX Aircraft Condition Monitoring System (ACMS) or AMM 12-B-46-30-04-00A-551A-A)
- via the Local Area Network (LAN) connector on the aircraft Maintenance Panel to a laptop computer (refer to AMM 12-B-45-45-00-00A-551A-A).

In order to use this free-of-charge service powered by The Trend Group, you need to create an account and accept the terms of use on www.FlightDataReview.com. A user guide is available and can be downloaded once logged in.

Important Notes:

- This utility does not analyse the exceedance for the user, nor does it provide corrective actions. It is the responsibility of the user to comply with any necessary actions given in the appropriate maintenance manual.
- The person, or company, uploading the ACMS log data remains responsible for initiating any actions required and for any action taken as a result of the analysis. Neither Pilatus nor The Trend Group are responsible for reviewing the analysis results, informing operators or suggesting corrective actions.
- This utility does not replace, cover or include the engine trend analysis service offered by The Trend Group.

Further details related to this analysis service can be found on www.thetrendgroup.com.

Operators requiring further information on this subject, please contact one of the addresses given below:

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