



PILATUS AIRCRAFT LTD. CH-6370 STANS, SWITZERLAND.

SERVICE LETTER

SUBJECT: STICK SHAKER/PUSHER SYSTEM - MALFUNCTION REPORT.

All Operators:

Date: 22 November 1994

The Stick Shaker /Pusher System (SS/P) of the PC-12 is a safety device. It has a function of warning the Pilot of an impending stall, when the Pilot does not recognize or respond to other signs (e.g. airspeed, AOA or aircraft pitch angle). Should the Pilot ignore the stall warning - in the form of an aural warning accompanied by the Stick Shaker - and not initiate proper stall recovery procedures, then the Stick Pusher System would come into operation; to prevent the aircraft from entering an aerodynamic stall.

The Pilatus SS/P is unique to this class of civil aircraft, as such Pilatus Aircraft Ltd. is committed to a stringent monitoring on the reliability of the system. As Owner/Operator of a PC-12 aircraft, we ask your cooperation in reporting immediately all problems with the Stick Shaker and/or Pusher System which may occur in service. This is to include all spurious warnings.

Through this Service Letter, Pilatus requests your direct reporting of the SS/P conditions, in addition to any operational and/or maintenance service difficulty reports you may be required to file. The attached form is the preferred format for reporting such occurrences and should be used as a guideline with regard to the type of information that Pilatus Aircraft Ltd. requires. However, we will appreciate all information provided by any other means.

Any information provided in response to this request will only be used by Pilatus Aircraft Ltd. to assess the SS/P System reliability and to issue a statistical report, to the Airworthiness Authorities, for the next two (2) years.

This questionnaire should be copied, completed and then faxed to the R & M Department; via the PC-12 Product Support Department.

For further information, concerning this Malfunction Report, Operators are requested to contact the following address:

PILATUS AIRCRAFT LTD.
PC-12 PRODUCT SUPPORT DEPARTMENT (GC),
CH-6370 STANS,
SWITZERLAND.

Tel: + 41-41-636 635
Fax: + 41-41-636 224

Attached: Malfunction Report for PC-12 Stick Shaker/Pusher System.



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SEND TO: Pilatus Aircraft Ltd, PC-12 Product Support Dept. CH-6370 Stans, Switzerland.

Fax: + 41 41 636 635

MALFUNCTION REPORT FOR PC-12 STICK SHAKER/PUSHER SYSTEM					
Aircraft Serial Number:			Aircraft Registration Number:		
Total Hours on Aircraft:			Total hours on SS/P System:		
Last Maintenance performed on aircraft at:					Hours
Last Maintenance performed on SS/P System at:					Hours
Describe typical profile of your type of operation:					
System malfunction occurred at (Day/Month/Year):					
System malfunction occurred during which phase of flight operation:					
<input type="checkbox"/>	Pre-flight	<input type="checkbox"/>	Take-off	<input type="checkbox"/>	Descent
<input type="checkbox"/>	Start	<input type="checkbox"/>	Climb	<input type="checkbox"/>	Landing
<input type="checkbox"/>	Taxi	<input type="checkbox"/>	Cruise	<input type="checkbox"/>	Shut-down
Ambient flight conditions?					
Altitude:	Temperature	Speed:	Weather:	Icing:	Cabin Alt:
Time after Take-off:					
Description of SS/P System Malfunction:					
Did SS/P System malfunction effect other systems function:					<input type="checkbox"/> Y <input type="checkbox"/> N
If YES, explain:					
Did SS/P System malfunction occur during other system malfunction or specific operation:					<input type="checkbox"/> Y <input type="checkbox"/> N
If YES, explain:					
Any portable electronic equipment operating on-board?					<input type="checkbox"/> Y <input type="checkbox"/> N
Did the malfunction occur only over a specific area(i.e. High-energy Power Station, etc.)?					<input type="checkbox"/> Y <input type="checkbox"/> N
If YES, explain:					
Was the malfunction a <input type="checkbox"/>		one-time occurrence			
or <input type="checkbox"/>		repetitive during remainder of flight?			
If repetitive, approximate time between occurrence:					
Was flight safety effected?					
What corrective action was taken to complete flight:			What corrective maintenance action after flight:		
Was the component changed?					<input type="checkbox"/> Y <input type="checkbox"/> N
If YES, state details of removed and installed component:					
Removed Component:		P/No:		Serial. No:	
Installed Component:		P/No:		Serial. No:	
Is the component available for investigation?					<input type="checkbox"/> Y <input type="checkbox"/> N
Date:			Company Address and Stamp:		
Name:					
Signature:					