



PILATUS AIRCRAFT LTD. CH-6371 STANS, SWITZERLAND

# SERVICE LETTER

**SUBJECT: QUICK DONNING OXYGEN MASK 957.12.01.206 (VENDOR NO. MC10-06-121) - VENDOR SERVICE BULLETIN TO IMPROVE THE AUDIO QUALITY OF THE MICROPHONE**

To all Customers and Operators:

Date: Dec 19/02

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

**Intertechnique Service Bulletin MC10-35-124 - Quick Donning Mask Regulator PNR MC10-06-121 - Change of Microphone**

Some Operators have reported poor audio quality whilst wearing EROS/INTERTECHNIQUE Quick Donning Oxygen Mask (mask) 957.12.01.206 (Vendor Number MC10-06-121).

As an option, Operators can embody Vendor Service Bulletin (SB) MC10-35-124, which replaces the microphone. This improves the audio quality of the microphone in the mask. The mask will then be identified as 957.12.01.210 (Vendor Number MC10-06-125).

Mask 957.12.01.210 (Vendor Number MC10-06-125) supersedes mask 957.12.01.206 (Vendor Number MC10-06-121).

Pilatus recommends the incorporation of this SB because it will improve communication at a time of possible emergency.

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

PILATUS AIRCRAFT LTD.,  
CUSTOMER LIAISON MANAGER,  
CH-6371 STANS,  
SWITZERLAND.

General Aviation  
Tel : + 41 41 619 6319  
Fax: + 41 41 619 6224  
eMail: [asommer@pilatus-aircraft.com](mailto:asommer@pilatus-aircraft.com)  
Government  
Tel: + 41 41 619 6509  
Fax: + 41 41 619 6224  
eMail: [rpaterson@pilatus-aircraft.com](mailto:rpaterson@pilatus-aircraft.com)

PILATUS BUSINESS AIRCRAFT LTD.,  
PRODUCT SUPPORT DEPARTMENT,  
11755 AIRPORT WAY,  
BROOMFIELD, CO 80021.  
USA

Tel : 303 465 9099  
Fax: 303 465 6040  
eMail: [Productsupport@PilBal.com](mailto:Productsupport@PilBal.com)

PILATUS AUSTRALIA (Pty.) LTD.,  
PO BOX 732,  
MARLESTON SA 5033,  
AUSTRALIA

Tel : (08) 8234 4433  
Fax: (08) 8234 4499  
Free Call: 1800 445 007  
eMail: [info@pilatus.com.au](mailto:info@pilatus.com.au)

