



PILATUS AIRCRAFT LTD. CH-6371 STANS, SWITZERLAND

SERVICE LETTER

SUBJECT: UNAPPROVED PARTS NOTIFICATION

To all Customers and Operators:

Date: Feb 23/05

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

Federal Aviation Administration - Unapproved Parts Notification No. 2004-00120

The Federal Aviation Administration (FAA) has issued an Unapproved Parts Notification (No. 2004-00120) to alert aircraft Operators and maintenance organizations of improper maintenance performed on propellers and propeller governors.

PILATUS urge aircraft operators of PC-12 and PC-12/45 aircraft to follow the recommendations of the FAA given in the above notification.

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

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

General Aviation
Tel : + 41 41 619 6208
Fax: + 41 41 619 7311
eMail: SupportPC12@pilatus-aircraft.com
Government
Tel: + 41 41 619 6509
Fax: + 41 41 619 6224
eMail: 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

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

Attachments: FAA Unapproved Parts Notification No. 2004-00120

UNAPPROVED PARTS NOTIFICATION

SUSPECTED UNAPPROVED PARTS PROGRAM OFFICE, AVR-20
13873 PARK CENTER ROAD, SUITE 165
HERNDON, VA 20171

UPNs are posted on the Internet at <http://www.faa.gov/avr/sups/upn.cfm>



U.S. Department
of Transportation
**Federal Aviation
Administration**

No. 2004-00120
December 23, 2004

Mailed by: FAA, AIR-140, P.O. Box 26460, Oklahoma City, OK 73125

AFFECTED PARTS

Propellers and propeller governors.

PURPOSE

The purpose of this notification is to advise all aircraft owners, operators, maintenance organizations, manufacturers, and parts distributors regarding improper maintenance performed on aircraft propellers and propeller governors.

BACKGROUND

Information received during a Federal Aviation Administration (FAA) suspected unapproved parts investigation revealed that between December 2003 and May 2004, Prop Center, located at 1985 North Marshall Avenue, #107, El Cajon, CA 92020, improperly maintained and approved for return to service propellers and propeller governors applicable to various types of aircraft. Prop Center previously held Air Agency Certificate No. PC7R081J, with limited propeller and accessory ratings. Discrepancies noted in Prop Center's practices included:

- Approving for return to service propellers described as having been overhauled when, in fact, the propellers had not been disassembled, cleaned, inspected, repaired as necessary, and reassembled using methods, techniques, and practices acceptable to the Administrator.
- Performing major alterations and repairs without using data approved by the Administrator.
- Approving for return to service propellers and propeller governors that had not been maintained in accordance with the current manufacturer's maintenance manual or methods otherwise acceptable to the Administrator.
- Falsifying maintenance record entries by approving for return to service propellers and propeller governors during the period that Prop Center's Air Agency Certificate was suspended.

RECOMMENDATIONS

Regulations require that type-certificated products conform to their type design. Aircraft owners, operators, maintenance organizations, and parts suppliers and distributors should inspect their aircraft, aircraft records, and/or parts inventories for propellers or propeller governors approved for return to service by Prop Center. Suspect products and parts installed on aircraft should be inspected for conformity to type design. If any are found in existing stock, it is recommended that the products or parts be quarantined to prevent installation until a determination can be made regarding each product's or part's eligibility for installation.

FURTHER INFORMATION

Further information concerning this investigation, and guidance regarding the above-referenced products and parts, can be obtained from the FAA Flight Standards District Offices (FSDO) given below. The FAA would appreciate any information concerning the discovery of the above-referenced parts from any source, the means used to identify the source, and the actions taken to remove the products and parts from aircraft and/or stock.

This notice originated from the FAA San Diego FSDO, 8525 Gibbs Drive, Suite 120, San Diego, CA 92123, telephone (619) 557-5281, X 229, fax (619) 557-7156 and the FAA Portland FSDO, 3180 NW 229th Avenue, Hillsboro, OR 97124, telephone (503) 615-3236, fax (503) 615-3300; and was published through the FAA Suspected Unapproved Parts Program Office, AVR-20, telephone (703) 668-3720, fax (703) 481-3002.

