



PILATUS AIRCRAFT LTD. CH-6371 STANS, SWITZERLAND

# SERVICE LETTER

**SUBJECT: PRATT & WHITNEY CANADA SERVICE INFORMATION LETTER (SIL) NO. GEN-092**

To all Customers, Operators and Service Centers:

Date: Jan 20/09

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

**PRATT & WHITNEY CANADA SERVICE INFORMATION LETTER (SIL) NO. GEN-092 - QUALITY ALERT - PACKING AS3209-009**

The above Service Information Leaflet informs of a possible quality issue related to the packaging of AS3209 packings.

A fuel manifold transfer tube installation kit containing 58 AS3209-009 o-rings was found to have three o-rings of AS 3209-010 dimensions. If assembled with the incorrectly packaged o-rings it is probable that a leak would have resulted. An inspection of P&WC and the packing supplier stocks have found no further evidence of incorrectly packaged o-rings.

Pilatus fully supports the vendor recommendation to carry out operational leak checks in accordance with the applicable engine Maintenance Manual following oil and fuel system maintenance activities.

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

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.,  
17 James Schofield Drive,  
Adelaide Airport SA 5950,  
AUSTRALIA

Tel : +61 (08) 8234 4433  
Fax: +61 (08) 8234 4499  
Free Call: 1800 445 007  
eMail: info@pilatus.com.au

**Attachments: PRATT & WHITNEY CANADA SERVICE INFORMATION LETTER NO. GEN-092**

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**PC12**  
**SERVICE LETTER**

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**Pratt & Whitney Canada**

A United Technologies Company

S.I.L NO. GEN-092

## SERVICE INFORMATION LETTER

Subject: Quality Alert - Packing AS3209-009

Applicability: All P&WC Engine Models

This Service Information Letter is issued to inform operators of a potential quality issue related to the packaging of AS3209 packings.

A P&WC Service Centre recently reported that a Fuel Manifold Transfer Tube installation kit of 58 AS3209-009 packings contained three O-rings which conformed to AS3209-010 dimensions. As the internal diameter of the -010 packing is 0.033" larger than the nominal 0.206" diameter of the -009 packing, it is anticipated that a leak would have resulted had the components been assembled.

P&WC and the packing supplier have subsequently inspected their stock and no other evidence of incorrectly packaged O-rings has been found.

P&WC wishes to bring this issue to the attention of operators and maintainers and to reiterate requirements for operational leak checks, in accordance with the applicable engine Maintenance Manual instructions, following oil and fuel system maintenance activities.

Yours truly,

PRATT & WHITNEY CANADA CORP.

G. Whitty  
Deputy Chief Engineer  
Customer Service

This Service Information Letter is valid until superseded or cancelled by revision  
ISSUED: 01 Dec 2008

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