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PILATUS AIRCRAFT LTD. STANS, SWITZERLAND

SUBJECT: PC-12/47E AIRCRAFT - USE OF APPLE COMPUTERS TO LOAD SOFTWARE

To all Customers, Operators and Service Centers: Date: Sep 23/09

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

Experience has shown that if an Apple computer is used to load a new navigation database onto an SD card, three hidden files are created on the SD card. These hidden files will corrupt the loading process.

The files, DS_Store, Trashes and ._ are not visible to Windows machines, even if Show Hidden Files and Folders is selected. The Remote Terminal and the Multi Function Controller will not allow loading of the new database if these files are found on the SD card.

The following freeware tool deletes the hidden files created by the Apple computer:

http://www.macupdate.com/info.php/id/18885

Use this freeware tool after transferring the new Navigation Database onto the SD card, to erase these hidden files <u>before</u> you put the SD card into the Multi Function Controller SD card slot.

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

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