

**SUBJECT: AEROWAVE 100 HIGH-SPEED DATA UNIT (HDU) UPGRADE AVAILABLE**

To all Customers, Operators and Service Centers:

Date: Aug 28/17

Effectivity: All PC-12/47E aircraft with Aerowave 100 Satcom system and HDU (Pilatus P/N 985.99.11.528, Vendor P/N 90402045 - MOD 4 software version) installed.

This Service Letter is issued to draw attention to Bendix King Service Information Letter (SIL) No. D201702000036 (latest revision).

Bendix King SIL No. D201702000036 informs Aerowave 100 Satcom system operators of an HDU exchange or repair to update the software (to MOD 5 software version) to improve and maintain connection to the Inmarsat satellite network.

Pilatus recommends that operators with the Aerowave 100 Satcom system follow the advice and recommendations given in Bendix King SIL No. D201702000036 (latest revision).

Pilatus Service Bulletin SB 23-10 Revision 1 makes reference to this Service Letter.

Operators who require further information on this subject should contact the address given below.

PILATUS AIRCRAFT LTD  
CUSTOMER SUPPORT MANAGER  
CH-6371 STANS  
SWITZERLAND  
General Aviation  
Tel: +41 41 619 3333  
Fax: +41 41 619 7311  
eMail: SupportPC12@pilatus-aircraft.com

PILATUS BUSINESS AIRCRAFT LTD  
PRODUCT SUPPORT DEPARTMENT  
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eMail: SupportPC12@pilatus.com.au

Attachments:

- Bendix King Service Information Letter No. D201702000036

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Honeywell International Inc.  
9201-B San Mateo Blvd N.E.  
Albuquerque, New Mexico 87113 U.S.A.  
CAGE: 6PC31  
Telephone: 855-250-7027 (Toll Free U.S.A./Canada)  
Telephone: 505-903-6148 (International Direct)  
Website: [www.BendixKing.com/support](http://www.BendixKing.com/support)

# SERVICE INFORMATION LETTER

## AeroWave 100 HDU Software Upgrade

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# SERVICE INFORMATION LETTER

## Transmittal Information

Publication Number D201702000036

### Summary

This is the INITIAL release.

### Revision History

This service information letter has had no revision(s) as shown in Table 1.

**Table 1. Revision History**

Revision Number	Revision Date
0	27 Feb 2017

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# SERVICE INFORMATION LETTER

1. **General Information**

**A. Effectivity**

- (1) This service information letter is applicable to the AeroWave 100 HDU, PN 90402045, that has not been modified to software (SW) modification (MOD) 5 or serial numbers up to and including serial number (S/N) 482.

**B. Applicability**

- (1) This service information letter is applicable to the equipment with:
- Software Release PN LI-90402357 Revision B00 (or earlier) installed.
- NOTE: If the unit has PN LI-90402357 Revision C00, the MOD 5 SW has already been applied.

**C. Reason**

- (1) The purpose of this service information letter is to inform AeroWave 100 operators and installers of the release of SW MOD 5 for the HDU, PN 90402045.

**D. References**

- (1) To find, see, and download Honeywell Technical Publications, go to [www.myaerospace.com](http://www.myaerospace.com).
- (2) The document(s) that follow(s) is/are associated with this service information letter. Unless specified differently, you can use subsequent revisions.
- System Installation Manual, ATA Number 23-15-12 (Publication Number D201403000001), Revision 2, BendixKing AeroWave™ 100
  - Supplemental Type Certificate, Publication Number D201604000063, Revision 2, AeroWave 100 Approved Model List (AML) STC Document.
- NOTE: The AML STC Installation Manual, Part Number 89800015-002, Revision 2, BendixKing AeroWave™ 100, is contained in the Supplemental Type Certificate, Publication Number D201604000063, Revision 2, AeroWave 100 Approved Model List (AML) STC Document.

**E. Summary**

- (1) The expected benefit of this software update is to improve and maintain connection to Inmarsat satellite network.

**F. Action**

- (1) Two options are available to the operator:
- To exchange the HDU, PN 90402045, refer to Paragraph 1.F.(2)
  - To repair the HDU, PN 90402045, refer to Paragraph 1.F.(3)

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(2) Exchange

- Contact Honeywell Spare Exchange (SPEX) to obtain an exchange unit that has already been updated to Mod 5.

SPEX Order Entry

Telephone: 1-855-250-7027 (Toll Free U.S.A./Canada)

Telephone: 1 (505) 903-6148 (International Direct)

Press 1 then 8 (Spare Exchanges)

E-mail: [spex-bgaorders@honeywell.com](mailto:spex-bgaorders@honeywell.com)

(3) Repair

- Contact Honeywell EMS, Ottawa for price and availability to perform this update. Reference Service Bulletin 90406556.

EMS Technologies Canada, Ltd.

400 Maple Grove Road

Ottawa, Ontario

Canada, K2V 1B8

Telephone: 613 591-9064 (Toll Free U.S.A./Canada)

(4) To return to service, do as follows:

- Perform removal and reinstallation procedures as described in AML STC Installation Manual Document PN 89800015-002 Section 8.2.8 of the Supplemental Type Certificate, Publication Number D201604000063, Revision 2, AeroWave 100 Approved Model List (AML) STC Document.

(5) The maximum labor hours that will be reimbursed by Honeywell to do this modification are given below. Reimbursement will only be given if this modification is done less than 12 months after the initial release date of this service bulletin. Reimbursement will not be more than Honeywell's applicable reimbursement labor rate or as specified in the agreement or contract.

- 1.0 hour(s) for the labor to removal, replacement, and system check out.

(6) Send claims to [Olathearrantyclaims@honeywell.com](mailto:Olathearrantyclaims@honeywell.com).

## G. Contact Information

(1) For technical assistance, please contact BendixKing Technical Support.

BendixKing Technical Support

Telephone: 855-250-7027 (Toll Free U.S.A./Canada)

Telephone: 505-903-6148 (International Direct)

E-mail: [techsupport@bendixking.com](mailto:techsupport@bendixking.com)