

SUBJECT: FUEL PRESSURE LOW CAUTION

To all Customers, Operators and Service Centers:

Date: Aug 20/21

Effectivity: All PC-12/47E aircraft MSN 1720, MSN 2001 and up.

This Service Letter is issued to draw attention to a nuisance 'Fuel Pressure Low' caution message shown on the Crew Alerting System (CAS) shortly after a boost pump operation for fuel balancing. When the boost pump stops, the transient fuel pressure occasionally falls below the caution threshold momentarily. This leads to a brief 'Fuel Pressure Low' caution message, followed by the reactivation of the boost pumps.

Despite the nuisance caution, the response of the fuel system ensures that normal engine operation is uninterrupted and fuel pressure remains sufficient.

Operators can resume normal operation without troubleshooting, provided that the following conditions are all satisfied:

- The boost pump stops moments before the 'Fuel Pressure Low' caution is indicated
- The 'Fuel Pressure Low' caution is indicated only for 2 seconds or less
- The 'Fuel Pressure Low' caution does not recur after the reactivation of the boost pumps and for the remainder of the flight.

Pilatus Aircraft Ltd. may adjust the sensitivity of the fuel pressure monitor in the future to prevent this nuisance 'Fuel Pressure Low' caution message.

Operators that require additional information should contact their authorized Pilatus Service Center, or Pilatus Customer Support on www.pilatus-aircraft.com → contact us

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