

SUBJECT: REPAIR OF PRODUCTS MANUFACTURED BY REVUE THOMMEN, THOMMEN AIRCRAFT EQUIPMENT AND SATHOM

To all Customers, Operators and Service Centers:

Date: Oct 06/21

Effectivity: All PC-12, PC-12/45 and PC-12/47 Series Aircraft

This Service Letter is issued to advise operators that Sathom have issued an Alert Service Information Letter (Document No. ASIL 20210425) regarding products manufactured by Revue Thommen, Thommen Aircraft Equipment and Sathom that have been repaired using non-compliant parts or procedures.


The Sathom ASIL details approved Service Centers and gives a list of affected equipment part numbers.

Pilatus recommends that equipment is always returned to approved Service Centers for repair/overhaul.

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


Attachment: Sathom Alert Service Information Letter Doc. No. ASIL 20210425

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Alert Service Information Letter (ASIL)

Log of issues		
Issue	Issue date	Change description
001	25.04.2020	Initial issue

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1. Planning Information

1.1 Effectivity

This Alert Service Information is intended for airframe manufacturer, installers, owners, operators and SATHOM certificated repair facilities and effects Products manufactured by Revue Thommen, Thommen Aircraft Equipment and SATHOM.

For Part number identification see ANNEX I

1.2 Reason - Background

During Maintenance incoming inspection it was reported that Instruments have been repaired with noncompliant parts or the application of repair procedures where not compliant to the latest revision of applicable Component Maintenance Manual.

Investigations identified that repairs have been accomplished by none authorised Service Centres.


Use of unauthorized parts and expired Repair Station Manuals (Component Maintenance Manuals) by third party Maintenance Companies and Repair Stations could compromise the integrity of the instrument being repaired/overhauled resulting in flight safety issues.


1.3 Compliance

Customer Option

1.4 Approval

The information contained in this Alert Service information Letter has been approved by SATHOM SARL.

Name / Function	Date	Signature
Thomas Greier Quality Manager	25.04.2021	

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1.5 Special Tools

Not affected

1.6 Weight and Balance

Not affected

1.7 Electrical Load Data

Not affected

1.8 Other Publications affected

Not affected

1.9 Reporting

Acknowledgement and Compliance of this Alert Service Information Letter to be reported to Quality Department Sathom SARL (quality-manager@sathom.com)

1.10 List of parts to be reworked

Not affected

1.11 New Production Parts

Not affected

1.12 Expendable Parts


Not affected

2. Accomplishment Instructions

Review Annex 3 list of affected Part numbers

Identify concerned Part numbers by your OEM

Inform internal Maintenance Section, Third Party Customer and Operator that SATHOM SARL is not supporting any none approved/ none authorised Maintenance Companies and Repair Stations with updates on maintenance instruction neither supplies spares or repair parts to equipment. Therefore, SATHOM will refuse any liability for Instruments being

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repaired, modified or overhauled by none approved/ non authorised Service Centre.

2.1 List of approved Service centre

The current approved/ authorised Service Centre of SATHOM SARL:

SATHOM SARL, Factory Repair Centre, Hauptstrasse 24, 4437 Waldenburg, Switzerland

SATORI SAS, Zone Musée 4-6 rue ROME, 93352 Le Bourget, France

Air Dallas Instruments, Inc. 811 Office Park Circle, Lewisville 75057, TX, USA


All contractual agreements between SATHOM and Customers/OEM's remain unchanged from this ASIL.

3. Annex I

3.1 List of affected Part numbers

Description	Type
Altimeter	3A50 / 51
	3A60/61
	3A54 / 55
	3A64/65
	3A62 / 63
	3A66 / 67
	3A82 / 83 / 86 / 87
	3H50, 51, 60, 61, 62
	3H54, 55, 64, 65, 66, 67

Description	Type
	3H63.()
	3A40 / 41
	3A42 / 43
	3H40 / 41
	3H42 / 43
	3A67.22.20F.05.1.PM
	3A65.22.20F.05.1.RB
Cabin Altimeter	3A58
	3G10
Vertical Speed Indicator	4A16.()
Vertical Velocity Instrument	4A58.()
Airspeed Indicator	5A58.()
	5A16.()
	5A26/27
MACH Airspeed Indicator	5C15 / 25 / 35 / 45
	5C18 / 28 / 38 / 48
	5C55
Maximum Allowable Airspeed Indicator	5C16 / 26 / 36 / 46
	5C17 / 27 / 37 / 47
	5C56.()
Airspeed Switch	5C39
Altitude Switch	ADS
Differential Pressure Switch	DDS.AE/01, 6.4PSI
Aircraft Clock	B4
	B13 / 14 / 15 / 16
	B17 / 18
	Q4 / Q13 bis Q18
	JB 741

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3.2 Feedback Form

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Customer (First tier):		
The information/ instruction as per 2. Accomplishment Instructions have been complied with.	YES <input type="checkbox"/>	PARTIAL <input type="checkbox"/>
	NO <input type="checkbox"/>	
Additional comments:		
Name and Position	Signature	Date
Please send this form to: quality-manager@sathom.com		

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