

SUBJECT: MULTI-MODE DIGITAL RADIO 2 - DATALINK REACTIVATION (SUPERSEDES SL-239)

To all Customers, Operators and Service Centers:

Date: Feb 06/24

Effectivity: PC-12/47E Series Aircraft MSN 1720, MSN 2001 thru MSN 2260, and MSN 2265 thru MSN 2288 that have the VHF Datalink Factory Option installed.

This Service Letter supersedes PC-12 SL-239.

This Service Letter is issued to inform Operators who are experiencing Multi-Mode Digital Radio (MMDR) 2 failures with VHF Datalink enabled that a revised MMDR 2 unit is now available.

A previous Service Letter was issued to make a recommendation to disable VHF Datalink functions, when not required for flight operations, due to a failure of the MMDR 2. Pilatus is pleased to announce that due to a change in the Supplier's manufacturing process, a revised unit has become available, which allows for the VHF Datalink to be reactivated.

NOTE: The revised unit will be installed on MSN 2261, 2262, 2263, 2264 and MSN 2289 and subsequent during production.

NOTE: When VHF Datalink is disabled or enabled, the LDR must be reconfigured as detailed in AMM 12-C-31-30-01-00A-903A-A.

Pilatus advise Operators who are experiencing MMDR 2 failures with VHF Datalink enabled to:

1. Contact Honeywell to request an exchange MMDR 2 unit (Supplier P/N 069-01039-0101 Mod 2):
 - The revised Mod 2 unit will not be identifiable via unit marking and the unit part number will remain the same. The revision will be included in all Honeywell SPEX units from July 07 2023 onwards.
 - SPEX unit availability is limited, therefore Owners/Operators are advised to ensure the Service Center has a unit being delivered, or in hand prior to aircraft arrival, for maintenance. SPEX units should not be ordered as AOG unless the onboard unit has a failed condition. SPEX exchanges are restricted to Datalink subscribers.
2. Contact Pilatus to request a new APM options file to allow for the reactivation of the VHF Datalink:
 - Please refer to PC-12 Service Bulletin SB 45-019 (Latest Revision).

NOTE: For aircraft that have embodied PC-12 SB 45-025 - APEX Build 12.7.1, the APM option file is already available on the mypilatus web portal.

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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