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SERVICE INFORMATION LETTER

Pilatus PC12NG, Build 10.7 Cursor Freeze

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SERVICE INFORMATION LETTER

Transmittal Information

Publication Number D201512000005

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	18 Dec 2015

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SERVICE INFORMATION LETTER

1. General Information

A. Effectivity

- (1) This service information letter is applicable to Pilatus PC12NG, PN EB60000487-00110, Build 10.7.

B. Reason

(1) Purpose

- (a) This service information letter is to notify PC12NG, Build 10.7 operators of a condition that may occur upon power up, where the cursor cannot be moved from the Destination field on the FMS (Flight Management System) window.

(2) Background

- (a) Upon power up in Iqaluit, Canada (CYFB), the pilot noted that the cursor appeared to be frozen on the Destination field in the FMS window and could not be moved.
- (b) Cycling power to the avionics had no impact and the cursor was still at the Destination field.
- (c) Using the multi-function keyboard (MKB) buttons to change the FMS window, cleared the condition for the remainder of the flight.
- (d) It was found that CYFB was on change for that navigation database cycle.

(3) Root Cause

- (a) Honeywell has found a software issue where the cursor movement is locked on the destination upon cursor movement in the FMS window if the origin airport is on change for that cycle navigation database, and the aircraft is powered up at that airport.

C. References

- (1) To find, see, and download Honeywell Technical Publications, go to www.myaerospace.com.

D. Action

- (1) Impacted airports will change every cycle and Honeywell is investigating potential solutions. A list of airports on change is available at the URL (uniform resource locator) below. Please perform a copy and paste of the URL into the browser being used.
https://honeywell.com/sites/AeroFSSCMS/INDS/Documents/Airport_On_Change_APEX_Build_10_7.pdf
- (2) If this condition occurs, please refer to the PC-12/47E Pilot's Operating Handbook Airplane Flight Manual 02277 (Temporary Revision No. 31) for instructions on how to correct this anomaly for the current power cycle.
- (3) Once the anomaly is cleared, any additional desired flight plan change to origin and destination can be entered without causing the issue.

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- (4) For more information regarding this service information letter, please contact:

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