

# Honeywell

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## SERVICE INFORMATION LETTER

### PRIMUS Apex Build 8.5 or Later - Longer Initialization Times for Displays

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## SERVICE INFORMATION LETTER

### Transmittal Information

Publication Number D201403000108

### Summary

This revision is a FULL replacement. This revision includes the changes that follow:

- Changed the applicability of this service information letter from the Number 2 advanced graphics module (AGM) to both AGMs.
- Changed the applicability of this service information letter from the lower multifunction display to cockpit displays.
- Changed the content and format to agree with Honeywell processes in effect at the time of the release of this revision.

### Revision History

This service information letter has had one revision(s) as shown in Table 1.

**Table 1. Revision History**

Revision Number	Revision Date
0	8 Apr 2014
1	29 May 2014

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## SERVICE INFORMATION LETTER

### 1. General Information

#### A. Effectivity

- (1) This service information letter is applicable to the Pilatus PC-12/47E aircraft with the PRIMUS Apex Build 8.5 or later operational software.

#### B. Reason

##### (1) Purpose

- (a) Some Pilatus PC-12/47E aircraft with the PRIMUS Apex Build 8.5 or later operational software are reporting longer times for the cockpit displays to initialize and stabilize.

##### (2) Problem

- (a) Upon start up, either of the advanced graphics modules (AGM200) that drive the displays can reset several times. This is seen as a brief red X followed by a brief blank screen. This can repeat numerous times indicating an invalid screen.

- (b) Deleted.

##### (3) Solution

- (a) This is a known issue that will be addressed with the next APEX SW load Build 8.8.
- (b) If the displays do not stabilize during power-up, please contact:

Honeywell  
Technical Operation Center Help Desk 24/7  
Telephone: 855-808-6500 (Toll Free U.S.A./Canada)  
Telephone: 602-365-6500 (International Direct)  
Option 1 - Avionics  
Option 2 - Mechanical  
E-mail: AeroTechSupport@honeywell.com  
Web: www.myaerospace.com

#### C. References

- (1) Not applicable.

#### D. Action

- (1) Not applicable.