

Service Bulletin No: 45-009

Ref No: 289

Modification No: EC-12-0098

ATA Chapter: 45

UPGRADE THE HONEYWELL PRIMUS APEX OPERATIONAL SOFTWARE TO BUILD 8.3.3.**1. Planning Information****A. Effectivity**

PC-12/47E aircraft MSN 545 and MSNs 1001 thru 1360.

This modification will be accomplished during production on MSN 1361 and subsequent.

B. Concurrent Requirements

None

C. Reason**(1) Problem**

Honeywell Primus APEX Build 8 software has a problem that may cause uncommanded Autopilot and/or Yaw Damper disconnects in smooth air. This is caused by timing skews between the Modular Avionics Unit AIOP module trim command processors.

A new version of the Primus APEX operational software has been released to correct this problem. The new software version is referred to as Build 8.3.3.

Additionally, nuisance maintenance messages on the CMC have been reported if the SmartView option is not installed.

A new LDI has been released to correct this problem.

(2) Cause

Software problem.

(3) Solution

Upgrade the Honeywell Primus APEX Operational Software to Build 8.3.3 standard and install the latest LDI file.

D. Description

This Service Bulletin gives the data and instructions necessary to do a full software load to update the Honeywell Primus APEX Operational Software to Build 8.3.3.

E. Compliance

Recommended.

F. Approval

The technical content of this Service Bulletin is approved under the authority of DOA No. EASA. 21J. 357.

PILATUS advises Operators/Owners to check with their designated Airworthiness Authorities for any changes, local regulations or sanctions that may affect the embodiment of this Service Bulletin.

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H. Manpower

	Aircraft pre SB 45-008	Aircraft post SB 45-008
Preparation	0.5	-
Modification	3.0	1.0
Close up	0.5	0.5
TOTAL MAN-HOURS	4.0	1.5

I. Weight and Balance

None.

J. Electrical Load Data

Not changed.

K. Software

The Honeywell Primus APEX Operational Software is updated to Build 8.3.3.

NOTE: It is NOT acceptable to downgrade the Primus APEX Operational software (i.e. install a lower Build standard of Operational software than that which is currently loaded).

L. References

Aircraft Maintenance Manual (AMM): 12-B-06-20-00-00A-040A-A, 12-B-24-00-00-00A-901A-A, 12-B-45-45-00-00A-550A-A.

M. Publications Affected

AMM.

N. Interchangeability of Parts

Not applicable.

2. Material Information**A. Material - Price and Availability**

Operators should send orders for Service Bulletin Modification Kits, to their Authorized Pilatus Service Center.

If you want more information about the retrofit of software Build 8.3.3, please contact us as follows:

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B. Warranty

Honeywell agrees to cover the costs for labor of affected aircraft on approval of a warranty claim, provided the work is accomplished by an appropriately rated Honeywell Service Center within 12 months of the issue date of this Service Bulletin. A properly completed warranty claim may be filed by accessing the Honeywell Aerospace web page at:
<https://portal.honeywell.com/wps/portal/aero/serviceprograms/warranty>
and selecting the Bendix King logo.