

SERVICE LETTER

SUBJECT: PILATUS PC-12 INTERACTIVE TECHNICAL PUBLICATIONS

To all Customers and Operators:

Date: May 18/01

This Service Letter is issued to draw attention to the following information:

PILATUS PC-12 Interactive Electronic Technical Publications (IETP).

PILATUS can now provide the PC-12 Maintenance Documentation (AMM, IPC, SRM and TEM) in an electronic format. This documentation is available on a single CD-ROM with an integrated viewer. The CD-ROM can be run on any IBM compatible Personal Computer (PC) with the minimum specification given at the end of this Service Letter. The program has been designed to navigate interactively between Manuals and Sections of the Manuals. The CD-ROM is valid for aircraft from MSN 101 onwards and will be frequently updated to include each latest build aircraft.

The CD-ROM version is designed to be the replacement for the paper version and is offered to all holders of a valid revision service at a special introductory price of US\$875. This price includes an update service for one (1) year, starting on the expiry date of the current revision service. The paper revision service will then be discontinued. This special introductory price to holders of a valid revision service, is valid only for orders received before the end of September 2001. After this date the price will be US\$1250, including an update service for one (1) year.

The PC-12 suite of documentation has been optimized to produce the CD-ROM, which includes all Operator effectivity and will in future be the preferred version. This optimization has drastically increased the amount of pages in the paper version, which would make it necessary to increase the price of the initial issue of the paper version beyond the cost of the CD-ROM.

It is not feasible to issue and maintain a paper version and electronic version of the AMM, IPC, SRM and TEM. Therefore, PILATUS will cease to issue new paper versions of these documents with effect from the end of June 2001. Existing valid revision-service contracts will be maintained until their completion. However, at the end of all existing valid revision-service contracts, PILATUS will cease to revise paper versions of the AMM, IPC, SRM and TEM. From that point on, all Operators who require a revision service must purchase the CD-ROM complete with its own revision service at the full price.

The CD-ROM version offers these benefits:

- Fleet Operators require one CD-ROM, not variously configured versions of the IPC for different aircraft effectivity.
- Up to date information is immediately available without reference to different folders.
- The man-hour cost of maintaining the suite of books is reduced.
- If Operators use only the electronic version of the documents on CD-ROM, there will be no man-hour cost to update hard copy (paper) versions as the revised CD-ROM will supersede the existing version.
- Operators can print individual Page Blocks/Figures on paper from the CD-ROM.
- Future revisions to the electronic documentation will be accomplished with a reissue of the CD-ROM.

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- With the AMM, IPC, SRM and TEM information on one CD-ROM, it has been possible to make interactive links between all this documentation. This enables quick and easy reference between these manuals using electronic linking.

Please note that the Typical Wiring Diagram Manual (TWM) is already available on CD-ROM (Ref. Service Letter SL 055 dated Jan 15/01).

PILATUS recommend that Operators order and use the CD-ROM version of the documentation soon as possible as it will cost less in man-hours to maintain. In addition, because of the electronic links between the documents, it is quicker, easier and more user-friendly than the paper version.

Minimum Specification Requirement to run the CD-ROM:

- Windows 95 or Windows NT 4.0
- 486/66 processor (Pentium recommended)
- CD-ROM Drive
- 45 MB of free hard disk space
- 16 MB RAM (Windows 95), 32 MB RAM (Windows NT 4.0)
- VGA, 16 colors (1024x768, 24 bit color recommended).

Operators requiring further information on this subject, please contact one of the addresses given below:

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Attachments: CD-ROM Order Form



Interactive Electronic Technical Publications

Qualification for Special Introductory Offer

(only applicable for orders received before
September 30, 2001)

Indicate the order description (as indicated on the Service Letter number 060 transmittal sheet) or aircraft for which the CD-ROM will replace the current paper documentation.

PC-12 Service Letter 060 Transmittal Number (Where Applic.)

Item	A/C MSN	Order Description	Qty
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Total Quantity			
Price per CD-ROM			\$875.00
++Total Amount Due			

Each item includes a one year revision service, which begins on the date of shipment.

++ All amounts in US Dollars. Make checks payable to Pilatus Aircraft Ltd.. Add tax where applicable. Send this form and the total extended amount due directly to:

Pilatus Aircraft Ltd.,
Dept. EZD,
CH 6371 Stans,
Switzerland.

(Please allow 4 to 6 weeks for delivery of order).

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