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AS-ERA

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Subject: ERA24LA375, Woodward Q&A

Contact: Matt Zolnierczyk, Product Engineer, Woodward

Mr. Zolnierczyk was contacted via electronic mail by the IIC with numerous questions and he responded also via electronic mail. Below are those questions and answers (answers in red).

- *"The SB in question is Woodward SB 83212-73-023 is this considered a mandatory or high compliance SB? The compliance section of the SB states "Category 6 - Woodward recommends this service bulletin be accomplished any time the unit is returned for service."*
 - My understanding is SBs are not legally mandatory unless they are part of an AD. However, they are recommended and compliance is expected as part of the instructions for continued air worthiness. There are 9 total SB categories for the PT6 program with 1 being the most critical ("do before the next flight.") and 9 being "for record purposes only." It is ultimately the hardware owner's responsibility to incorporate the service bulletin.
- *The unit in question was bought from a 3rd party Woodward licensed repair facility, VSE aviation, and then repaired again by them 3 years later, neither which time the SB was complied with. So, my other question is does Woodward provide guidance or requirements to licensed repair facilities that they check for SB compliance, and notify owners that the product is or is not in compliance with SBs specific to that*

product, or is this all predicated on the owner requesting the vendor/shop comply with specific SB's?

- Woodward expects licensed repair facilities (LRSF) to perform its services in strict accordance with the CMM, SBs, FARs, special program announcements, and any agreements between Woodward and the LRSF. For this engine program Woodward distributes Service Bulletins to any LRSF, and for this particular SB I was able to find documentation that it was distributed to VSE (known as Kansas Aviation at the time).
- *Also, what does a shop have to do to become a Woodward licensed repair facility?*
 - The shop has to enter into a licensing agreement with Woodward. Woodward has a standard agreement document as a starting point, but the final signed terms are negotiated and can vary between licensees. Generally this agreement includes some standard requirements for its LRSFs such as training, technical support, and other assistance provided by Woodward.
- *The maintenance manual you attached does not have any indication as to the existence of SB 83212-73-023, and I am wondering why a temporary revision has not been added to include this SB in the Service Bulletin List as it would seem to me that this SB would be applicable to the manual? Do you think this is something that could be added?*
 - The reason for this is because typically we would either issue a TR **or** an SB to provide the updated repair instructions. The SB will then be added to the list at the next CMM revision. I could certainly look into adding it to the SB list if you think that should be done.