



SERVICE INFORMATION LETTER

Subject **PW617F-E - ENG NO DISPATCH CAS Message.**

Applicability **PW617F-E Engines**

Pratt & Whitney Canada Corp. (P&WC) would like to remind PW617F-E engine operators of the importance of following the proper maintenance procedures in the event of an engine no dispatch CAS message on ground.

If an ENG NO DISPATCH CAS message is displayed on ground, follow the applicable instructions in the aircraft and engine maintenance manuals and Aircraft Flight Manual (AFM) to perform the appropriate troubleshooting and identify the root cause before next flight. It is not recommended to attempt clearing the message either by cycling circuit breakers or by powering the aircraft down and up.

Cycling aircraft circuit breakers or powering the aircraft down and up again may clear the message but may not address root cause.

Customers requiring assistance with engine no dispatch CAS message troubleshooting may call the P&WC Customer First Center (Cfirst). An Engine Data Collector Unit (EDCU) and aircraft Central Maintenance Computer (CMC) downloads need to be provided.

For 24 hour Global Service

Customer First Centre

Toll Free Phone: +800 268 8000

Alternate Phone: +1 450 647 8000

Fax: +1 450 647 2888

E-Mail: Cfirst@pwc.ca

Visit our website: <http://www.pwc.ca>

Yours Truly,

PRATT & WHITNEY CANADA CORP

for Alex Best
Manager - PW500/PW600 Service Engineering
Customer Services

This Service Information Letter is valid until superseded or cancelled by revision.

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