



Service Information  
No. SI-E4-003

Austro Engine GmbH  
Rudolf-Diesel-Strasse 11  
A-2700 Wiener Neustadt  
Tel: +43 2622 23000  
FAX: +43 2622 23000-2711

# SERVICE INFORMATION

## No. SI-E4-003

### 1. BASIC INFORMATION

#### 1.1. SUBJECT

Technical publication and reporting system of Austro Engine GmbH (AE).

#### 1.2. ENGINES AFFECTED

Type: E4 (Type Certificate EASA.E.200)

Serial Number: All

#### 1.3. REASON

Introduction to the system for publishing of Service Information, Service Bulletins and Factory Campaigns of Austro Engine GmbH. Furthermore the reporting of failures, malfunctions and defects is explained.

#### 1.4. INFORMATION


All documents (except Factory Campaigns) described within this Service Information are published on the website of AE ([www.austroengine.at](http://www.austroengine.at)) in the "Service" section. AE offers a subscription service via electronic mail to inform about new or updated documents for registered customers, operators and service partners.

For applicability of technical publications refer to its content (e.g. section "engines affected"). Note that all documents are published in English language only. Contact AE in case of doubt or questions.

##### 1.4.1. LIST OF APPLICABLE PUBLICATIONS (LOAP)

The LOAP, which is available for each engine model, lists the current Manuals, Service Bulletins and Service Information and other relevant documents that are applicable to that engine model. The LOAP is updated if its content is amended.

First Issue Date			Rev. No.	Revision Date				Page
30	Jan	2013	---	---	---	---	1-4	

	<p style="text-align: center;">Service Information No. SI-E4-003</p>	<p>Austro Engine GmbH Rudolf-Diesel-Strasse 11 A-2700 Wiener Neustadt Tel: +43 2622 23000 FAX: +43 2622 23000-2711</p>
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### 1.4.2. SERVICE INFORMATION (SI)

The content of a Service Information is usually of informative nature and no direct action is associated with it unless a referenced document requires such actions.

A Service Information is typically issued if:

- Instructions for continued airworthiness of a built-in part/equipment from an external manufacturer are found to be applicable and a check for feasibility and compatibility has been conducted. This is especially done in cases where the manufacturer has no adequate system for distributing this kind of information to the known operators or if the time of compliance is unusually short. Please note that this is a service by AE and does not constitute that operators of AE products do not have to check for instructions for continued airworthiness for built-in parts/equipment.
- Additional technical information has to be forwarded to operators of AE products, which are not contained in the standard documentation (e.g. precautions to avoid errors, recommendation for maintenance, aso.).

The numbering scheme for AE Service Information is as follows:

SI-E4-zzz(/r)

zzz..... Consecutive number

r..... Revision number, starting with "1" for the first revision of an already released Service Information. Thereafter in ascending numerical order.


Note: Typically there is no revision service for Service Information.

### 1.4.3. SERVICE BULLETIN (SB)

Service Bulletins are used to communicate changes or additional inspections applicable to engines already in service. AE distinguishes the following types of Service Bulletins:

Alert SB	ASB	<p>An ASB is issued, if there is an immediate potential hazard. The instructions given in the SB must be carried out immediately. It is recommended to print this type of service bulletin on colored paper.</p> <p>Compliance with this type of SB is compulsory to be eligible for warranty.</p>
Mandatory SB	MSB	<p>A MSB is issued, if there is no immediate potential hazard. Non-compliance with the instructions of the SB will cause the safety of the engine to be reduced or endangered. The actions to be done are linked to a time of compliance. Compliance with this type of SB is compulsory to be eligible for warranty.</p>

First Issue Date			Rev. No.	Revision Date				Page
30	Jan	2013	---	---	---	---	2-4	

	<b>Service Information</b> <b>No. SI-E4-003</b>	Austro Engine GmbH Rudolf-Diesel-Strasse 11 A-2700 Wiener Neustadt Tel: +43 2622 23000 FAX: +43 2622 23000-2711
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Recommended SB	RSB	A RSB contains recommendations of AE. Non-compliance with this SB has no impact on flight safety. Compliance with this SB is of advantage for the operator (for example lower operating costs, etc.). AE reserves the right to void continued warranty coverage in the area affected by this type of SB if it is not incorporated.
Optional SB	OSB	An OSB is used to inform the operator of a product of AE about the possible installation of additional equipment or retrofit of a product improvement.

The numbering scheme for AE Service Bulletins is as follows:

xSB-E4-zzz(/r)

- xSB                   Type of Service Bulletin (see table above).
- zzz..... Consecutive number
- r..... Revision number, starting with "1" for the first revision of an already released Service Information. Thereafter in ascending numerical order.

#### 1.4.4. FACTORY CAMPAIGN (FC)


A Factory Campaign is used to communicate necessary changes or additional inspections to a very limited number of engines already in service. A FC has the status of a mandatory Service Bulletin. The Customer Support department of AE coordinates the campaign with the operator(s) of the affected engine(s).

#### 1.4.5. ILLUSTRATED PARTS CATALOGUE (IPC)

For easier identification of spare part numbers AE provides an IPC for the E4 engine series for registered users only on the website of AE [www.austroengine.at](http://www.austroengine.at) (online version). An offline version on a compact disk (CD) is available for sale with update files via the AE website.

In case of doubt or questions regarding spare parts contact the customer support of AE.

First Issue Date			Rev. No.	Revision Date				Page
30	Jan	2013	---	---	---	---	3-4	

	<p style="text-align: center;">Service Information No. SI-E4-003</p>	<p>Austro Engine GmbH Rudolf-Diesel-Strasse 11 A-2700 Wiener Neustadt Tel: +43 2622 23000 FAX: +43 2622 23000-2711</p>
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#### 1.4.6. REPORTING OF FAILURES, MALFUNCTIONS AND DEFECTS


AE has established a system to collect and analyse failures, malfunctions or defects occurring on products of which AE is the type certificate holder thereof. The goal of this system is to maintain and improve the safety of our products. Please respect that such a system can only be as good as the information we receive.

For reporting of incidents/accidents we encourage you to use the current published form of EASA, known as "EASA Form 44" or "Technical Occurrence Report Form FO.IORS.00044" in the latest issue.

For warranty application of any failure, malfunction or defect of an AE product use the Austro Engine Form "Authorization Request", which is available on the website of AE.

Please submit properly filled requests/reports to the following e-mail address:  
[service@austroengine.at](mailto:service@austroengine.at)

## 2. REMARKS

 **NOTE:** SI are used only:

- To distribute information from Austro Engine GmbH to our customers.
- To distribute applicable information/documents from our suppliers to our customers with additional information.

First Issue Date			Rev. No.	Revision Date				Page
30	Jan	2013	---	---	---	---	4-4	