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SERVICE INFORMATION LETTER - SIL 21-009 Rev C

PN: 77186
DATE: 03-30-23

TO: Genesys Aerosystems Dealers
FROM: Tammy Underwood; Director of Customer Support

1. SUBJECT

Revision to the Loaner/Exchange Policy for S-TEC Repair Station eliminating the credit card for deposit form and initiating placing accounts on credit hold for failure to return loaner/exchange core units.

2. BACKGROUND

The S-TEC Repair Station is often asked to provide loaner or exchange articles for testing, installation, and/or troubleshooting use. Some of these units have not been returned resulting in loss of product and revenue, which reduces S-TEC's ability to help other customers with installation problems they may experience.

As of the date of this Service Information Letter, when requesting a loaner or exchange unit please be advised if after 30 days the loaner or core is not returned, the dealer account will be placed on credit hold (unless prior arrangements have been made with Customer Support).

The S-TEC Repair Station is willing to provide loaner or exchange articles on a case-by-case basis, dependent on if S-TEC feels the situation warrants the exchange or loan. Not all requests will be accepted as this is typically a last option situation.

3. REFERENCE DOCUMENTS

86409 SRO Requirement Form

4. PART NUMBER AND APPLICABILITY

All articles the S-TEC Repair Station has on its Part 145 Capabilities List.

5. ACTION REQUIRED

The S-TEC Repair Station and Customer Service Department makes every effort to help dealers and customers who are experiencing problems with S-TEC/Genesys articles and to resolve the problem(s). If the Customer Support department has determined a loaner or exchange article is appropriate, Customer Support personnel may request one from the S-TEC Repair Station. S-TEC Repair Station personnel will verify if a loaner or exchange unit of that specific type is available, or if a core article is available for conversion to the specific type. If neither case is true, a new article may be ordered from Manufacturing if deemed necessary and manufacturing lead times will apply.

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If after 30 days the article expected back is not returned, the dealer account will be placed on credit hold (unless prior arrangements have been made with Customer Support). Placing a dealer account on credit hold results in no SRO's being created, no returns being shipped, and no new sales orders will be able to be entered.

6. ADDITIONAL INFORMATION

S-TEC Repair Station will make every attempt to contact the dealer via e-mail and/or telephone to arrange for return of the article prior to the 30-day deadline. However, return of the items is the dealer's responsibility.

S-TEC Repair Station regrets the necessity of this policy but believes it will enhance our ability to provide the support our dealers and customers require when difficult situations arise.

Thank you for your support.

A handwritten signature in black ink that reads 'Underwood'.

Tammy Underwood
Director of Customer Support