



## SERVICE INFORMATION LETTER

**Subject** – Pratt & Whitney Canada Corp. (P&WC) Customer Training collaborative agreement with FlightSafety International (FSI)

**Applicability** – All P&WC civil engines

This revision is issued to provide clarity and additional information on the training entitlement policy.

As of January 2011, P&WC is in a collaborative agreement with Flight Safety International Canada Ltd. (FSI) under which FSI provides training for the full range of Pratt & Whitney Canada civil products.

This agreement gives P&WC Customers access to a network of Learning Centers as well as the latest technology-based training.

### **Pratt & Whitney Canada Training Program Highlights**

- Technology-based training curriculum is available for the full range of P&WC civil engines.
- Online and interactive training courseware
- Industry-leading maintenance training courseware and curriculum that meets worldwide regulatory requirements.
- Maintenance technicians benefit from use of full-scale systems trainers, major component cutaways, working models, including actual aircraft in some cases, maintenance task simulators and a large variety of test equipment used to demonstrate procedures and reinforce the information taught in the classroom.

### **Learning Centers**

FSI currently have 40 Learning Centres located worldwide, of which 12 provide P&WC civil engine technical training. The launch of these centers has significantly expanded P&WC engine training availability to our customers globally.

Africa: Johannesburg

Asia: Beijing & Singapore

Australia: Brisbane

Europe: Paris, France

North America: Montreal, Toronto, Dallas-Fort Worth, Wichita (2 Centres) and West Palm Beach

South America: Curitiba, Brazil

THIS SERVICE INFORMATION LETTER IS VALID UNTIL SUPERSEDED OR CANCELLED BY REVISION

**PRATT & WHITNEY CANADA**  
**SERVICE INFORMATION LETTER**  
S.I.L NO. GEN-110R1

PWC: GEN-110R1

**Entitlement Training for original owners of new aircraft powered by P&WC civil engines**

**Policy** - Entitled customers will benefit from tuition-free training for regularly scheduled Line and Base Maintenance (Level 3), WebECTM®, or PT6 Hot Section Inspection (HSI) classes at engine learning centers subject to the following conditions:

- Up to a maximum of 2 tuition-free (entitlement) seats, on any or a combination of the above courses, per new A/C valid for 5 years from aircraft delivery date.
  - FSI will track entitlement by Aircraft Serial Number.
  - FSI will ask customers for the required documentation supporting ownership and delivery date of aircraft to validate entitlement seats. Entitlement seats will not be granted without the supporting documentation.
  - Entitlement seats are non transferable and may only be used for regularly scheduled courses at an engine learning centre.
  - The enrolled student must be a direct employee of the owner of the aircraft.
  
- In order to provide fair entitlement access to all customers, enrolment is limited to a maximum of 2 seats per customer in a regularly scheduled class.

**The following may enrol in any engine course at the current rates:**

- Fixed Base Operators (FBOs) / service providers
- Designated Overhaul Facilities (DOFs)
- Repair and Overhaul (R&O) Shops
- Mobile Repair Teams (MRTs)
- Students
- Purchasers of Used Aircraft
- Individual Contractors
- Owner-Operators requiring additional training
- Others not falling within the Original Owner of new aircraft category
- E-Learning (on-line) courses

**On-Line Courses (OLT)**

FSI currently offers General Familiarization (Level 1) and Ramp and Transit (Level 2) for several engine models. These self-paced OLT courses are available for purchase at the FSI website ([www.flightsafety.com](http://www.flightsafety.com)) and selecting "P&WC e-Learning".

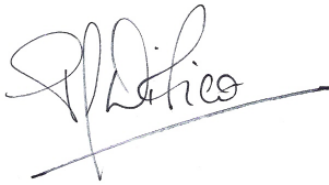
Persons not requiring training to the Line and Base Maintenance level may consider enrolling in these OLT courses. In some cases, OLT courses are academic prerequisites for attending the Level 3, Line and Base Maintenance course. Entitled customers may elect to use their entitlement seat allocation for OLT courses. Please notify FSI of your intent to do so.

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For the location of engine learning centres, a listing of course offerings, the cost of scheduled or on-site training, or any other questions regarding training, please refer to [www.pwc.ca](http://www.pwc.ca) and select Pratt & Whitney Canada Customer Training. For simplicity, there is a direct link to the [www.FlightSafety.com](http://www.FlightSafety.com) web page from the P&WC training web page.

PRATT & WHITNEY CANADA CORP.

A handwritten signature in black ink, appearing to read "P. DiRico", with a long horizontal stroke extending to the right.

Patrick DiRico, CD  
Manager, Customer Training