

ULTRA

PRECISION CONTROL SYSTEMS
417 Bridport Road
Greenford, Middlesex
UB6 8UE, United Kingdom
Telephone +44 208 813 4444 Fax +44 208 813 4351
Email: support@ultra-pcs.com

VENDOR SERVICE INFORMATION LETTER

SUBJECT: Component Returns to Ultra, Precision Control Systems.

ATA CHAPTER: All

AIRCRAFT TYPE: All

APPLICABILITY: All Ultra, Precision Control Systems Parts (CAGE CODE K8081)

1. Purpose:

The purpose of this Service Information Letter is to inform all Customers of important information that is required when returning components to Ultra, Precision Control Systems for repair or modification.

2. Reason:

In some cases, components are being returned to Ultra, Precision Control Systems without the sufficient information required to help assess the unit for repair and fault diagnosis. Warranty consideration could also be delayed, and the operator being incorrectly charged.

3. Procedure:

To assist with fault diagnosis and expedite the repair turnaround time the following information where available should accompany the Component or be sent with the initial Repair Order to Ultra, Precision Control Systems.

- Part Number
- Serial Number
- Mod Status (If Known)
- Date of Component Removal
- Date of Component Installation
- Hours Flown (TSI, TSN)
- Cycles Flown (CSI, CSN)
- Aircraft MSN (Manufacturers Serial Number)
- Position of the unit (If More than one unit is installed)
- A full description of the fault: to include error codes, fault symptoms and any test procedure references used in fault diagnosis.

COPYRIGHT © Ultra Electronics Limited, trading as Ultra Electronics, Precision Control Systems 2021
PROPRIETARY – This document and the information contained herein is the property of Ultra Electronics Limited, trading as Ultra Electronics, Precision Control Systems and must not be disclosed, copied, altered or used without written permission.

ULTRA.

VENDOR SERVICE INFORMATION LETTER

4. Quality Monitoring:

To ensure continuous improvement in our service levels, Ultra, Precision Control Systems welcomes customer feedback. Correspondence on this subject should be sent to our formal customer feedback process via email at feedback@ultra-pcs.com.

5. Acknowledgement Statement:

Please complete the following acknowledgement statement. A copy of this statement should then be returned to Ultra, Precision Control Systems at the address or fax number shown at the top of page 1.

(Name).....

(Company).....

Confirms receipt of VSIL K8081-32-009

If preferable, a statement confirming receipt of VSIL K8081-32-009 can be emailed to: support@ultra-pcs.com