

Customer Calls Concerned about the SAIB:

Q: What is this SAIB about?

A: The FAA issued an SAIB (Special Airworthiness Information Bulletin) to communicate important safety information concerning aircraft with Avidyne Primary Flight Displays. The information in this SAIB is consistent with information found in SA-06-003 that Avidyne issued June 23, 2006.

Q: What is SA-06-003?

A: This Service Alert applies to Avidyne's EXP5000 Primary Flight Display (PFD). This Avidyne Service Alert communicates important safety information concerning aircraft with Avidyne Primary Flight Displays and mentions an available AHRS modification designed to reduce likelihood that a unit will be affected by issue reference in SA-05-001. SA-06-003 also continues to encourage pilots to use best practices and crosschecking of instruments while flying. A copy can be found at: <http://www.avidyne.com/techpubs2/SA-06-003.pdf>.

Q: Are these enhancements Mandatory?

A: No. As stated in the SAIB, "Recommendations aren't mandatory". SA-06-003 states that "Owners who are interested in this modification should contact the Avidyne Service Center." Avidyne recommends having this modification done at the owner's next scheduled service event.

Q: Is there any cost to have this modification applied to my PFD?

A: As stated in SA-06-003 this modification is available to all owners who may wish to have it installed on their PFDs under the normal terms and conditions of our service policies.

Avidyne will cover Avidyne's parts and labor to complete the modifications. Avidyne will cover return shipping to the service center. The customer will be responsible for removal and replacement costs and shipping costs to Avidyne

If you elect to receive these modifications, Avidyne recommends taking advantage of this opportunity and having Release 6 enhancements enabled while the unit is in for the modification. Release 6 would be a separate charge.

Q: For units no longer in warranty does the Flat Rate Repair fee apply?

A: No, Avidyne will not charge the flat rate repair fee to have this modification applied. The owner is responsible for Service Center Fees.

Q: What is this modification?

A: Avidyne has developed a modification to the attitude and heading reference system (AHRS) contained within the PFD. This modification is designed to reduce the likelihood that a particular unit will be affected by the issue described in SA-05-001. This modification is also intended to improve the overall serviceability of the PFD and is part of our ongoing program of incremental product improvements.

Q: What is SA-05-001?

A: This Avidyne Service Alert made owners aware that over a short period of time in 2005, Avidyne received a limited number of field reports of PFDs displaying incorrect attitude and heading information. These occurrences were accompanied by a “CROSSCHECK ATTITUDE” alert annunciation displayed approximately 45 seconds after initiation of this condition. During these occurrences, altitude and airspeed indications on the PFD and attitude, airspeed and altimeter back-up instruments were unaffected. This Service Alert encouraged pilots to use best practices and crosschecking of instruments. A copy of this Service Alert can be found at: <http://www.avidyne.com/techpubs2/SA-05-001.pdf> SA-06-003 was a follow-on communication to SA-05-001 which made reference to the available modification.

Q: How many aircraft experienced the issue reference in SA 05-001 and SA 06-003?

A: A limited number.

Q: Is the FAA going to issue an AD on this?

A: Avidyne has and will continue to work with the FAA to take the most prudent course of action. Given all information available to date, the FAA has not chosen that course of action. Avidyne agrees with the FAA’s current position.

Q: Does my PFD need this modification applied?

A: Your PFD may already have the modification applied. All units that have been returned for service since February 17, 2006 have had the modifications applied while they were in for service. All new units shipped from our factory since February 17, 2006 also have the modifications. Certain units that have been in for service since November 29, 2005 and certain new units shipped from our factory since November 29, 2005 also have the modifications. To determine if your unit already has the modifications, please have your PFD serial number available so that we can determine whether the modification has already been installed.

Q: I don’t know how do I find out my PFD serial number?

A: Your aircraft logs typically have the PFD serial numbers logged. Look for the most recent entry that has service to the PFD and let me know that number. We will review the history to determine if the unit has had the modifications applied.

Q: Can my service center determine if the unit has had the modifications?

A: Yes, they can do so by pulling the PFD out of the panel far enough to look at the MOD Strikes. If the unit has either MOD25 or MOD26 then the PFD already has the modifications. Additionally the following hardware revisions incorporate the modifications:

<u>Aircraft Type</u>	<u>Part Number</u>	<u>Revision Level</u>
Cirrus	700-00006-000	Rev 34 or later
Diamond	700-00006-001	Rev 07 or later
Piper (non-PA46)	700-00006-002	Rev 11 or later
Piper (PA46)	700-00006-003	Rev 08 or later
Columbia	700-00006-100	Rev 13 or later

Q: It looks like I need the modification when should I have this service performed?

A: Have you ever observed any of the issues with your PFD mentioned in SA 05-001 or SA 06-003? If yes, you should immediately return unit to Avidyne for modification. If no, it is best to schedule your modification around your next scheduled service event.

Q: How long will it take to apply the modifications to my PFD?

A: We are currently targeting a 10 business day turn time for the modification procedure..

Q: Can I have an Exchange PFD?

A: Since this modification can be scheduled, we are working with customers to identify a convenient time that will minimize impact of the unit being out of the aircraft. Avidyne is not intending to use Exchange units for this effort.