We work to
KEEP YOUR
WORLD
MOVING.
CJ, CJ1, CJ2, and 500

Textron Aviation
Adam Balvanz
Manager
Legacy Jet

• Bryan Rodman
• Hawker 125
• Hawker 4000
• Beechjet
• Premier
• Citation
  • 500
  • 510
  • 550
  • 560
  • 650
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Service Directory App & Online Access

- Service Directory App
  - Support Contacts
  - Service Centers
  - Flight Assurance
  - Diagnostics
  - More Features In Development
- Free Download Available
  - Android: Google Playstore
  - Apple: App Store
- Textron Aviation Service Directory Online
  - www.txtavsupport.mobi
  - .mobi = Service Directory
Communication

• Email
  • Model/Serial Number in Subject Line
  • Part Number(s)
  • Two Photos
    • (1) Further Away for Location
    • (1) Closeup for Details
  • Detailed Description of Squawk
  • History of Prior Troubleshooting

• Webinar & Conference Presentations
  • Available at www.txtavsupport.com
Product Support Technical Emails/Notifications

- Textron Aviation Customer Support Periodically Sends Out Emails Pertaining to:
  - Critical Product Specific Information
  - Upcoming Webinars
  - Conferences
  - Pilot and Maintenance Notices
  - Communiques

- Each Monday Distribute a Lists of Any Released Bulletins, Letters, and Model Communiques for Previous Week

- To Confirm You are Subscribed to Receive These Emails, Register or Log Into www.txtavsupport.com
Collins GPS-4000S Issue Resolution

Textron Aviation has applied Collins Aerospace Service Information Letter GPS-4X00()).19-1 (Collins SIL) to GPS-4000S units affected by the June 9 GPS almanac error. These units are successfully acquiring satellites and meeting requirements to return to service.

We are communicating an all-clear on GPS-4000S units that have been powered off since before June 9, or to whom the Collins SIL instructions have been applied. The Collins SIL contains instructions to reset non-volatile memory and clear errors in the GPS receivers. The instructions can be accomplished by shipping it back to a Collins service facility, or through any Textron Aviation Service Center. Contact your local Textron Aviation service center at https://tatax.com/service/locator for scheduling.

For questions, please reach out to Collins Aerospace Customer Support at 319.255.5000 or AvionicsSupport@Collins.com to report an issue with your aircraft. Please include the aircraft type, GPS model number, part number, serial number, modification status, and the location and time of the first incident.
Aircraft Documents

- What Documents are Available for my Aircraft?
  - Aircraft Flight Manual (AFM)
    - One Free Subscription Available to Owner of Aircraft
  - Checklist
    - One Free Subscription Available to Owner of Aircraft
  - Aircraft Maintenance Manual
    - Furnished at Aircraft Delivery
    - Subscription Required to Update or to Obtain More Copies
  - *Aircraft Interior Maintenance Manual (Aircraft S/N Specific)
    - Furnished at Aircraft Delivery
    - Purchase Additional Copies
  - *Component Maintenance Manual(s)
    - Furnished at Aircraft Delivery
    - Subscription Required to Update or to Obtain Additional Copies

* As Required
Vendor Documents

• Issue: Maintenance May Require Access to Vendor Manuals
• Status: Contact Technical Manual Distribution Center (TMDC)
  • Need Vendor Document Part Number
  • By Phone at 316-517-6215
    • M-F 8AM to 4:30PM Central Time
  • By Email at TMDC@txtav.com
• Most Documents Are $94* USD ea.
  • Emailed as PDF
• Comes With One Year Subscription

* Aug 2019 Pricing
Aircraft Maintenance Tracking

• Textron Aviation Expanded Maintenance Tracking Partnerships
  • Recommended Providers - CAMP, Flightdocs, TRAXXALL & SierraTrax
  • Customer Benefits
    • Flexibility to Select the Recommended Provider That Best Fits Your Needs
    • Different Levels of Service, Tools, Products & Price Points
    • 1 Year Free Subscription for New & Pre-Owned Textron Aviation Deliveries
    • View of Summarized Aircraft Maintenance Data Available on the Textron Aviation Customer Portal

Improved Customer Experience – More Choices
**Textron Aviation Customer Portal Integration**

<table>
<thead>
<tr>
<th>Citation Latitude</th>
<th>Overdue Maintenance</th>
<th>Serial Number</th>
<th>Hours</th>
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<tr>
<td>N680CL</td>
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<td>680A-0105</td>
<td>765</td>
<td>05-JUN-2019</td>
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<td>N560BD</td>
<td>Upcoming Maintenance</td>
<td>560-6110</td>
<td>1560</td>
<td>15-JUN-2019</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>N680CS</td>
<td>Let's go flying</td>
<td>680-0537</td>
<td>2,215</td>
<td>24-JAN-2020</td>
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</table>

**Powered by**

(Maintenance Tracking Provider LOGO)
ProMaintenance Solutions

• Issue
  • Some Operators Need a Maintenance Manager

• Status
  • FAA ‘N’ Registered Aircraft Only
  • ProMaintenance Director of Maintenance Manages Your Aircraft
  • Leverage Factory-Direct Service
  • Coordinate Scheduled Maintenance
  • Complementary
  • Manage AOG Events
  • Track CAMP, SB’s, Warranty
  • ProOwnership@txtav.com
Lightning Strike

• Issue: Aircraft Lightning Strike
• Status: Complete Chapter 5 Unscheduled Maintenance Check and Lightning Strike/Static Discharge Incident Reporting Form
  • Inspect All Antennas
  • Inspect Aircraft Skin and Flight Controls for Damage, Burning, Pitting
Lightning Strike

• Status: (continued)
  • Inspect All Skin Seams, Access Panel Gaps, Flight Control Surface Gaps for Evidence of Arcing
  • Inspect All Static Dischargers for Evidence of Damage
  • Refer to Engine Manufacturer’s Maintenance Manuals for Engine Inspections
Replacement Keys

• Issue: How to Obtain More Aircraft Keys
• Status: Contact Textron Aviation Parts & Distribution
  • Locate Key Code
    • Tags on Key Ring Delivered With Aircraft
    • Delivery Paperwork
  • Ship Key to TAPD for Decoding
  • Part Number is FASTKEY
  • May Take 2-3 Weeks Turn Time
TAPD Parts Kits

• TAPD Parts Kits Are Setup
• Search CPD525, CPD5XX on https://ww2.txtav.com/Parts
Ceramic Paint Coatings

• Issue: Multiple Ceramic Coatings are Being Advertised for Aircraft Use

• Status: Most Have Not Been Evaluated by Textron Aviation
  • No Plans to Test Any Other Coatings at This Time
  • Permagard 5000 – AV308 Only Coating Approved by Textron Aviation
    • Offered by Service Center Network
Deice Boot Cleaning and Care

• ShineMaster Prep – Annually
  • Removes Grease and Residual ShineMaster™

• ShineMaster
  • Cosmetic Coating for a High Luster Shine

• Icex II – Icing Season
  • Ice Adhesion Inhibitor Enhances Performance

• Aerospace Cleaner
  • Removes Dirt, Grime and Bugs

• Aerospace Protectant
  • UV Protection

• Consult Aircraft Maintenance Manual and Vendor Manuals
Trickle Charger for NiCad

• Christie Battery Trickle Charger
  • The “GO” (Green LED), “NO GO” (Red LED) Operation Allows for Quick Visual Reference of Battery Health
  • Elcon Type Connector
  • Available Via a Christie Authorized Distributor
    • [http://www.mptc.com/chrDistributors.html](http://www.mptc.com/chrDistributors.html)
Wheel Non-Destructive Testing

- Issue: Wheels Requires Periodic Inspections at Defined Tire Changes
- Status: Each Operator Needs to Create Their Own Wheel Inspection Tracking Method
  - Each Wheel CMM Provides Proper Inspection Intervals
  - Adjust Maintenance Tracking Program Accordingly
    - Time Since Last Inspection
    - Tire Replacement at < 100 Landings = ½ Tire Change
    - Bead Seat NDT
    - Wheel Halves NDT
Air Conditioning Compressor Motor Fan CJ2

• Issue: Reports of Fan Assembly on Air Conditioner Motor Failing Prematurely Due to Fatigue Which May Cause Motor to Overheat

• Status: Enviro Systems Developed New Fan P/N 1134608-3
  • Previous Fan Was Stamped 0.030 Aluminum, New Fan is Machined
  • Replaces Fan P/N 1134608-1, Which is Installed on All CJ2’s and CJ3’s
  • Must Use Kit P/N K1134608-3 When Converting From -1 Fan
  • Enviro CMM Revision 21 Released With New Part Callouts and Procedures
    • Revision Available Through Tech Pubs at 316-517-6215
  • Optional Service Letters Released August 2019
    • SL525A-21-03
  • Replacement Covered If Enrolled in Programs
Air Conditioning Compressor Motor Fan CJ2

Current Fan Blade
1134608-1

New Fan Blade
1134608-3
Air Conditioning Compressor Motor Fan CJ2
Condenser Axial Fan Motor CJ2

• Issue: P/N 1250435-10 Motor Shortage Due to P/N 1250435-5 Motor Becoming Obsolete
  • P/N 1250435-5 Brushed
  • P/N 1250435-10 Brushless

• Status: The -5 is Not an Acceptable Core to Create a -10 Motor
  • Demand for -10 Has Increased
  • Stock Not Adequate to Support Increased Demand
  • Enviro and Textron Aviation Working to Quickly Increase Stock
Purge Cabin Door Seal Moisture CJ/CJ1/CJ2

• Issue: Reports of Moisture Entering Cabin Door Seal System When Aircraft is Operated in High Humidity Environments

• Status: Team 525 Released Web Article in 2017
  • When Engines are Operated, Moisture in Air May Condensate in Service Air System
  • Moisture May Then Permeate Through Service Air System
  • Purge Moisture From System Prior to Flight As Required
    • Start One Engine to Activate Service Air
    • Cabin Door Open
    • Depress the Plunger of Cabin Door Seal Control Valve
      • Lower Forward Door Pin Receptacle on Door Frame
    • Moisture Will Vent Out of Discharge Port in Door Hinge Area on Fuselage
    • Plunger Should Remain Depressed Until any Visible Moisture Has Been Vented
Purge Cabin Door Seal Moisture
CJ/CJ1/CJ2
Wing Tip Deformation
CJ2

• Issue: Reports of Deformed Wing Tips Which Were Not Impact Related
Wing Tip Deformation
CJ2

- Status: Deformation is Not Considered Safety of Flight
  - Does Not Affect Wing Anti-Ice Operation
  - Confirmed Proper Material is Being Used
  - Added Extra Processes to Confirm Proper Part Fabrication
  - Standard Airframe Warranty
Avionics Equipment Batteries
Collins Aerospace

• Issue: Some Avionics Equipment Require “Keep Alive” Batteries
  • No Required Replacement Time
  • Battery Dependent Components Include
    • Maintenance Diagnostic Computers (MDC)
    • Flight Management Computers (FMC)
    • Air Data Computers (ADC)
Avionics Equipment Batteries
Collins Aerospace

• Status:
  • Request Maintenance Tracker Add Replacement Reminder
  • Collins Aerospace Released SL’s Discussing Expected Battery Life Based on Aircraft Usage
    • Replaces Batteries on Exchange Units if Battery is Over One Year Old
  • Price Break Given For Battery Only Replacement if Documented During Replacement
Tail/Cross Wind Start Limitation

• Issue: Tailpipe Fire When Attempting Engine Start With Tailwind or Crosswind Greater Than AFM Limitation
  • Has Caused Damage to Pylon and Tailcone Skin

• Status:
  • Adhere to Tailwind/Crosswind Limitation Listed in AFM
  • Textron Aviation Added Notes to AFM Cautioning Operators of Dangers When Starting Beyond Limits
Jack Pads

• Issue: Unscheduled Maintenance May Occur
  • May Require Landing Gear Swing to Return Aircraft to Service
  • Tire(s) May Need to be Replaced

• Status: Carry Spare Set of Jack Pads With Aircraft
  • R-2008 – Nose Jack Pad $155*
  • R-1798 – Wing Jack Pad $109* ea.
    • (2) Required, One for Each Wing

* Aug 2019 Pricing
Wing Tip LED Light Modification
CJ/CJ1/CJ2

• Issue: Strobe Light Power Supply has Become Obsolete
• Status: Released Service Bulletins
  • Provides Parts and Instructions to Install LED Wing Tip Lights
  • Optional SB525-33-10 Released September 2018
    • Affects 525-0001 thru -0684
  • Optional SB525A-33-06 Released September 2018
    • Affects 525A-0001 thru -0416
Temperature Control Operational Tips

- **Airflow**
  - Make Sure All Wemac are Open
    - Closing Will not Allow Proper Air Circulation
    - Redirect as Required
  - Do not Place/Store Items in Drop Isle Near After Pressure Bulkhead
    - Temperature Control System Temp Sensor is Located in Aft Drop Isle
    - Inflow to Aft Evaporator Also Located in Drop Isle

- **Make Sure Temperature Control Switches are in the Correct Position**
  - AUTO/MANUAL
  - FLOOD/Wemac
  - AIR CONDITIONER Switch
    - Switch Must be in FAN or AUTO
    - Temperature Control System Will NOT Work if Switch is in the OFF Position

- **When Operating Air Conditioner on Ramp For Extended Period of Time**
  - Close All Cabin Window Shades
  - Install Approved Cockpit Window Shades
  - Close Cabin Door
  - After Every 15-20 Minutes of Operation, Shut Off the A/C for 2-3 Minutes to Allow Evaporators to Fully Drain
No Start Issue: Generator Control Unit

• Issue: Reports of No Start Issues When Start Button is Pressed
  • No Start Button Lights Illuminate
  • No Rotation
  • No Changes on MFD or Annunciator Panel/CAS Messages
  • No Faults Present on GCU After Event
  • Cycling Aircraft Power or Start Circuit Breaker Corrects Issue

• Status: Textron Aviation and Safran Investigating Issue
  • After Months of Testing, Engineering Was Able to Duplicate the Issue
  • Safran Has Possibly Identified Root Cause of Issue
    • Currently Verifying Possible Root Cause
    • Possible Solution Being Developed and Tested

• Contact Applicable Product Team to Assist in Troubleshooting Any Start Issues
Starter/Generators
CJ/CJ1/CJ2

• Issue: Some Starter/Generators Reliability
• Status: Textron Aviation/Skurka Working Together to Increase Reliability
  • Speed Sensor Rub – Improved Wire Routing, July 2019
  • Bearing Race/Core Rub- Improved Measuring Methods, July 2019
  • Wave Spring – Approved and In Stock, September 2019
  • Bearing Grease Change – Evaluating Change, TBD
  • Bearing Change – Evaluating Change, TBD
Master Minimum Equipment List 500 Series

- Issue: Master Minimum Equipment List (MMEL) Revision 10 Missing Information
- Status: MMEL Revision 10A Released
  - Corrects Information Omitted From Revision 10
  - MMEL Available on FAA.gov Website
Heat Exchanger Cleaning 500/550/S550/560/650

• Issue: ACM Heat Exchanger Contamination
  • Leads to poor aircraft cooling
  • Can cause ACM turbine failures
Heat Exchanger Cleaning
500/550/S550/560/650

• Status: Clean Heat Exchangers Per Vendor Manual

• Vendor Recommends First Cleaning at 1000 Hours

• Determine Cleaning Cycle Needed for Your Flight Profile
ACM Economic Overhaul 500/550/S550/560/650

• Issue: Hamilton Standard Air Cycle Machine (ACM) 5,000 Hour Economic Overhaul
  • Frequent Calls to Team Legacy Asking if Overhaul is “Required”
  • Overhaul Called Out in Maintenance Manual Chapter 5 Component Time Limits
    • Referenced SIR R70-3W-13B Available From Team Legacy
    • Excludes 550-0002 thru -0481, -0483 and -0484 (AiResearch ACM Installed)

<table>
<thead>
<tr>
<th>COMPONENT TIME LIMITS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Component Time Limits</strong></td>
</tr>
<tr>
<td>A. Components listed in this section of the chapter should be replaced during the regular maintenance periods nearest to, but no later than the indicated time limits below.</td>
</tr>
<tr>
<td>B. Items that are underlined are Chapter 4, Airworthiness Limitations requirements. Refer to Chapter 4, Airworthiness Limitations for additional information.</td>
</tr>
<tr>
<td>C. The replacement life of each component listed in this section applies to the part throughout its life on the original installation and on later installations. The life (number of hours or number of landings) must be recorded individually for these components and must remain with the component during removal. For example, if a component is removed for overhaul, it must be tagged with the life (number of hours or number of landings) to the date of removal and this tag must remain with the component throughout the overhaul process. (Overhaul of a component does not zero time the life of the component.) When received from overhaul and installed on an airplane the life of the component must be recorded to allow continued accumulation toward the life limit.</td>
</tr>
<tr>
<td>D. Components which have exceeded overhaul or replacement times due to a current change in the inspection program, may continue in service, if the component is serviceable, and the component is immediately scheduled for overhaul or replacement component ordered. Possible delays resulting from component shortage or overhaul schedules shall not result in extending time past 60 days.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>2. Schedule</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Air Conditioning (Chapter 21)</td>
</tr>
<tr>
<td>(1) Cabin primary outflow valve filter (Discard) - Replace every 1200 hours of operation or 36 calendar months, whichever occurs first, or as system efficiency dictates.</td>
</tr>
<tr>
<td>(2) Environment Control Unit (Hamilton Standard ACM) Overhaul - 5000 hours.</td>
</tr>
</tbody>
</table>

**NOTE:** Overhaul interval is a recommended economic overhaul period defined by Hamilton Standard for air cycle machine. For additional information refer to Hamilton Standard Service Information Release SIR R70-3W-13B dated 31 Jan 1988.
ACM Economic Overhaul
500/550/S550/560/650

• Status: Compliance With Hamilton Standard’s Economic Overhaul is Recommended
• “Over and Above” Charges Can be Expected if Failed ACM is Sent in For Overhaul
• ALWAYS Verify ACM Heat Exchanger Cleanliness Prior to Replacing ACM
ICAO Codes

• Issue
  • New ICAO codes are needed after upgrading to ADS-B

• Status
  • ICAO codes are available from Pilot Services: +1 (316) 517-7717
    • Only upon request
    • Provide software level
    • Emailed as a PDF

<table>
<thead>
<tr>
<th>Transponder</th>
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</thead>
<tbody>
<tr>
<td>Mode S / Aircraft ID / Altitude / Enhanced Surveillance / Extended Squitter (ADS-B OUT)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADS Equipment [Select Only One Option]</th>
</tr>
</thead>
<tbody>
<tr>
<td>B1 ADS-B with Dedicated 1090 MHz ADS-B &quot;Out&quot; Capability</td>
</tr>
</tbody>
</table>

Notes:
- Only check B1 if SBS10-34-17 has been completed.
- None of the remaining B Codes, U Codes, V Codes, D Codes, or G Codes should be checked. They are shown for reference only.
- The ADS-B "Out" meets the DO-260B Standard.
Questions