



# Model Communiqué

## *Executive Series*

**Communiqué # 131  
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### **ATA 00 - General Introduction**

The purpose of this Model Communiqué is to clarify Hawker Beechcraft Corporation's (HBC) position on the support of HBC aircraft modified by the Supplemental Type Certificate (STC) process.

STCs that introduce substantial changes to engines or aircraft structure alter aircraft performance and can also affect related systems such as hydraulics, bleed air, electrical power, and avionics software ("Substantial STCs").

Substantial STCs that are developed without HBC involvement or approval are not supported by HBC. The STC Holder is expected to provide product support and warranty for its installation. HBC strongly recommends that owners and operators discuss product support and warranty procedures with the STC Holder before performing aftermarket modifications of this nature. Examples of Substantial STCs developed without HBC involvement or approval, include, but are not limited to, the Nextant Aerospace "Nextant 400XT" and the GE Aviation / Smyrna Air Center "Power 90" modifications.

Hawker Beechcraft Services (HBS) will refuse service at its facilities to aircraft modified with substantial changes, such as those named above, and will not provide support for inspections, maintenance, technical support, or warranty for aircraft with Substantial STCs that have been developed without direct HBC involvement or approval ("Modified Aircraft"). In addition, HBC will no longer provide technical support, warranty coverage or engineering support to Modified Aircraft.

Many STCs have been developed with the direct involvement or ongoing support of HBC. These aircraft will be fully supported as usual.

### **Will Modified Aircraft Receive Service at an HBS Facility?**

If an HBS facility is visited or contacted by a customer or an Authorized Service Center requesting troubleshooting assistance with a system on a Modified Aircraft, the HBS facility will advise the customer that HBS cannot support routine maintenance on the Modified Aircraft, and will suggest the owner/operator contact the STC Holder for further assistance.

- STCs performed without HBC involvement do not have the benefit of HBC's proprietary engineering data and questions can arise regarding the design of the STC, its integration into the aircraft, and the compatibility of spare parts.
- Engine and structural changes not only change aircraft performance, but they also can affect many related systems, such as the hydraulic systems, bleed air, electrical power sources, and avionics software.
- HBC's policy of not supporting Modified Aircraft also includes those that are AOG.

### **Will a Modified Aircraft Receive Service at an HBC Authorized Service Center?**

HBC Authorized Service Centers (ASC) may choose to perform routine maintenance on Modified Aircraft with the following understanding:

- The ASC does so at its own risk and with the knowledge that HBC will not provide any technical assistance for a Modified Aircraft. The ASC is advised to contact the STC Holder for any and all technical assistance.
- All warranty claims and repairs will be denied by HBC. All parts and labor will be at the ASC or owner/operator's expense.

### **Will Modified Aircraft Receive HBC Technical Support?**

- If HBC Technical Support receives a call from a customer or an ASC who requests troubleshooting assistance with a system on a Modified Aircraft, HBC Technical Support will advise customers with a Modified Aircraft that HBC will no longer provide technical support on the Modified Aircraft, and will suggest the owner/operator contact the STC Holder for further assistance.
  - STCs performed without HBC involvement do not have the benefit of HBC's proprietary engineering data and questions can arise regarding the design of the STC, its integration into the aircraft, and the compatibility of spare parts.
  - Engine and structural changes not only change aircraft performance, but they also can affect many related systems, such as the hydraulic systems, bleed air, electrical power sources, and avionics software.
  - Assistance from HBC's Repair Design Office will not be available on a Modified Aircraft.

### **Does Modifying an Aircraft Affect its Limited Warranty?**

HBC's New Aircraft Limited Warranty covers the Aircraft *as designed and delivered by HBC*.

Issues arising from or related to non-HBC modified parts and/or systems will not be covered by the warranty. A copy of the New Aircraft Limited Warranty is available upon request.

- If HBC receives a warranty claim on a Modified Aircraft, HBC will advise customers that warranty claims for the Modified Aircraft will be denied in all situations, and suggest the owner/operator contact the STC holder for further assistance.

*Note: HBC's New Aircraft Limited Warranty states that any part which has been modified or altered after delivery other than by HBC or in accordance with a modification approved by HBC relieves HBC of its obligations and liability under the New Aircraft Limited Warranty.*

### **Does Installing Spare Parts on a Modified Aircraft Affect the Spare Parts Warranty?**

If Hawker Beechcraft Parts & Distribution (HBP&D) receives a warranty claim on a spare part installed on a Modified Aircraft, HBP&D will deny warranty coverage and suggest the owner/operator contact STC holder for further assistance.

*Note: HBP&D's Limited Warranty for spare parts clearly states that any part which has been modified or altered after delivery other than by HBC or in accordance with a modification approved by HBC relieves HBP&D of its obligations and liability under the HBP&D spare parts Limited Warranty.*

### **Will Modified Aircraft Owners and Operators Receive Safety of Flight Information?**

Affected aircraft owners and operators will continue to be advised of any safety of flight issues regardless of whether the aircraft has been modified. All Service Bulletins (Mandatory, Optional, and Recommended), Safety Communiqués, Pilot's Operating Handbook revisions/reissues, and FAA Flight Manual/Supplement revisions/reissues will automatically be mailed as the item is published.

### **How Are Service Bulletins Handled on Modified Aircraft?**

HBC will continue to issue Service Bulletins (Mandatory, Recommended or Optional) against all affected aircraft as we may not be aware of the configuration of a particular serial number. If HBC issues a Service Bulletin (SB) and the owner/operator is seeking to comply with and implement the Service Bulletin on a Modified Aircraft, then HBC or HBS will advise the owner/operator to contact the STC holder for compliance information and applicability. Any applicable warranty noted on the affected SB will also be denied on the Modified Aircraft.

*HBC Service Bulletins currently state: Unless otherwise designated, HBC Mandatory Service Bulletins, Service Bulletins and HBC Kits are approved for installation on HBC aircrafts in original or HBC modified configurations only. HBC Mandatory SB's, SB's and Kits may not be compatible with aircrafts modified by STC installations or modifications other than HBC approved kits.*

### **How will this Affect Aircraft with Existing Support Plus Agreements?**

If an operator with a current Support Plus agreement elects to have their aircraft modified with a Substantial STC developed without HBC involvement, then coverage for any Support Plus claim made by the Operator could be excluded by HBC per certain standard exclusions in the Support Plus agreement. In addition, no Modified Aircraft will be eligible to enroll in any Support Plus programs.

For questions concerning specific aircraft or modifications, please contact your local Field Service Representative or Hawker Beechcraft Global Customer Support at 316-676-3140.