

Warranty procedures and processes for ROTAX® Aircraft Engines

ATA System: 00-00-00 General

1) Planning information

To obtain satisfactory results, procedures specified in this publication must be accomplished with accepted methods in accordance with prevailing legal regulations.

BRP-Rotax GmbH & Co KG cannot accept any responsibility for the quality of work performed in accomplishing the requirements of this publication.

1.1) Applicability

All versions of ROTAX® engine types:

Engine type	Serial number
912 (Series)	all
914 (Series)	all
912 i (Series)	all
915 i (Series)	all
916 i (Series)	all

1.2) Concurrent ASB/SB/SI and SL

In addition to this Service Letter the following documents must be observed:

- in general all relevant Alert Service Bulletins (ASB), Service Bulletins (SB), Service Instructions (SI), Service Letters (SL), Service Instruction - Parts and Accessories (SI-PAC) with relevance to perform this maintenance, repair or overhaul task.
- SL-2ST-006R4, SL-912-012R4, SL-914-010R4, SL-912 i-003R3, SL-915 i-001R2, SL-916 i-011 Warranty conditions for ROTAX® Aircraft Engines Types 2-stroke, 912 (Series), 914 (Series), 912 i (Series), 915 i and 916 i (Series), current issue.
- SL-912 i-017R1, SL-915 i-012R1, SL-916 i-012 Conditions relating to the limited extended warranty under the ROTAX® Care program for ROTAX® Engine Types 912 i, 915 i and 916 i (Series), current issue.
- SL-912-031, SL-914-029, SL-912 i-023, SL-915 i-019, SL-916 i-018, SL-2ST-019, Occurrence reporting for ROTAX® Engines, current issue.
- SL-912 i-020, SL-912-028, SL-914-026, SL-915 i-015, SL-916 i-014, Removal and Installation Labor Allowances for ROTAX® Aircraft Engines, current issue.
- SL-912-020R1 / SL-912 i-009R1 / SL-914-018R1 / SL-2ST-012R1 / SL-915 i-017 / SL-916 i-016 Engine Registration via ROTAX® Aircraft Engines Website, current issue.

1.3) Reason

This document provides complementary information to assist OEM's, Operators and Customers in the warranty application processes for ROTAX® Aircraft Engines.

1.4) Subject

Warranty procedures and processes for ROTAX® Aircraft Engines.

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1.5) Compliance

NONE - For Information Only

1.6) Approval

The technical content of this document is approved under the authority of the DOA ref.
EASA.21J.048.

1.7) Labor time

Estimated labor hours:

Engine installed in the aircraft - - - labor time will depend on airframe installation and therefore no estimate is available from the engine manufacturer.

1.8) Mass data

Change of weight - - - none.

Moment of inertia - - - unaffected.

1.9) Electrical load data

No change.

1.10) Software modifications

No change.

1.11) References

In addition to this technical information refer to current issue of:

- in general Illustrated Parts Catalog (IPC)
- in general Operators Manual (OM)
- in general Installation Manual (IM)
- in general Maintenance Manual Line (MML)
- in general Maintenance Manual Heavy (MMH)

NOTE: The status of the Manuals can be determined by checking the table of amendments.
The 1st column of this table shows the revision status. Compare this number to the one listed on the ROTAX® website:

www.flyrotax.com. Updates and current revisions can be downloaded for free.

1.12) Other Publications affected

None.

1.13) Interchangeability of parts

Not affected

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2) Material Information

2.1) Material

Price and availability will be provided on request by ROTAX® Authorized Distributors or their independent Service Centers.

2.2) Company support information

Any possible support by BRP-Rotax will be provided on request by ROTAX® Authorized Distributors or their independent Service Centers.

2.3) Material requirement per engine

None.

2.4) Material requirement per spare part

None.

2.5) Rework of parts

None.

2.6) Special tooling/lubricants- /adhesives- /sealing compounds

None.

3) Accomplishment/Instructions

- ROTAX® reserves the right to make any amendments to existing documents, which might become necessary due to this standardization, at the time of next revision or issue.

NOTE: Before maintenance, review the entire documentation to make sure you have a complete understanding of the procedure and requirements.

Accomplishment

All measures must be implemented and confirmed by at least one of the following persons or organizations:

- ROTAX® - Airworthiness representatives
- ROTAX® - Authorized Distributors or their independent Service Centers (Service Network)
- Persons approved by the respective Aviation Authorities
- Persons with approved qualifications for the corresponding engine types. Only authorized persons (iRMT) are entitled to carry out this work
- Persons with type-specific training

NOTE: Indicates supplementary information which may be needed to fully complete or understand an instruction.



All work has to be performed in accordance with the relevant ROTAX® Instructions for Continued Airworthiness (ICA) of the respective engine type.

General

Further material on general inspection, maintenance and repair can also be found in relevant Advisory Circular AC 43.13 from FAA.

Advisory Circular

The Advisory Circular (AC) contains maintenance methods, techniques and practices.

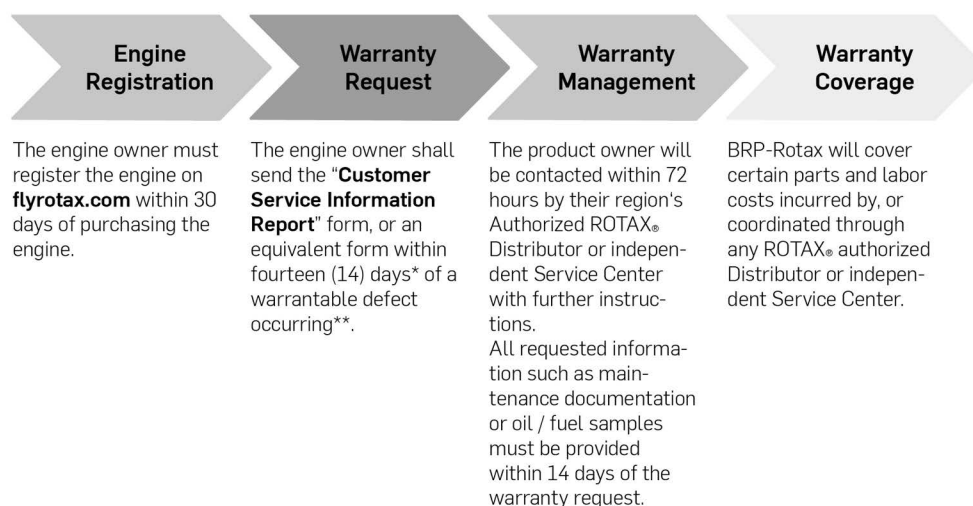
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3.1) Introduction

In an effort to optimize the handling of warranty requests the following diagram illustrates the processes involved in a warranty claim.

See Fig. 1.



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Fig. 1

Simplified warranty process example

* Aviation authorities (eg, EASA) require that any Malfunction or Defect be reported within 72 hours of the occurrence. The CSIR form is the primary reporting method for ROTAX® Aircraft Engines.

** For the purpose of an engine warranty request, ROTAX® extends the reporting limit to 14 days from the occurrence.

3.2) Engine registration

Registering your engine links your ROTAX® product with warranty services, proof of ownership, recall notifications and bonus campaigns. Engine registration is a pre-requisite for submitting a Customer Service Information Report (CSIR) and warranty request.

The engine owner must register the engine on flyrotax.com within 30 days of purchasing the engine. Follow the link or QR code below to register an engine:



See Service Letter SL-912-020R1 / SL-912 i-009R1 / SL-914-018R1 / SL-2ST-012R1 / SL-915 i-017 / SL-916 i-016, Engine registration via ROTAX® Aircraft Engines website, current issue.



Visit www.flyrotax.com/p/service/engine-registration to register your engine.

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3.3) Warranty Request

In order to make a request for warranty coverage, the customer must notify their local ROTAX® Authorized Distributor or their independent Service Centers of any warrantable defect within fourteen (14) days of the occurrence via Customer Service Information Report (CSIR) or an equivalent form. Follow the link or QR code below to submit a CSIR.



See SL-912-031, SL-914-029, SL-912 i-023, SL-915 i-019, SL-916 i-018, SL-2ST-019, Occurrence reporting for ROTAX® Engines, current issue.



Visit www.flyrotax.com/p/service/customer-service-information-report and transmit the occurrence to ROTAX®.

NOTE: It is highly recommended that customers perform a preliminary check on the eligibility conditions for warranty coverage, prior to submit any claim. This can be independently done by referring to the documents indicated in section 3.5

NOTE: A final confirmation e-mail will be sent to your e-mail address, including the report number that will be used to reference this case.

NOTE: Your completed CSIR will be stored and used by BRP Rotax GmbH & Co KG and the respective Service Network in your area for processing your report. See the flyrotax Website for our Privacy Policy.



Visit www.flyrotax.com/p/privacy-policy for our privacy policy.

3.4) Warranty management

Your request will be subjected to a thorough review and you will be contacted, via the data provided in the report (like e-mail or phone number), by the ROTAX® Service Network for further details like photos, videos, and documents (for example the engine log book pages with all the maintenance performed) to facilitate troubleshooting and communication.

3.4.1) Warranty approval

An email will be sent to the customer informing that CSIR has been received and is pending document review and item(s) inspection at ROTAX® Service Network, see chapter 3.5.

The ROTAX® Service Network grants the warranty, pending item(s) inspection. Every document shall clearly show the CSIR report number (received in the e-mail confirmation of submitting) for comprehensive tracking.

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The warranty approval process begins with:

- Missing documents (like maintenance documentation, copies of log book etc.) will be requested.
- The submission of Fuel / Oil samples may be requested.
- A proposal for replacement part will be sent by ROTAX® Service Network.
- The customer will issue a Purchase Order for their required replacement part(s).
- ROTAX® Service Network will issue an invoice with payment terms highlighted.
- Part(s) will be dispatched and shipped within 14 days of the warranty approval.
- Unless otherwise instructed, all defective part(s) will be returned under CSIR report number to ROTAX® Service Network within 14 days of the warranty approval.
- ROTAX® Service Network or, in special cases, also ROTAX® itself, will inspect the part.

The warranty approval process will end with the issue of one or more of the following:

- Inspection fee (if any)
- Credit Note
- Balance invoices
- Repaired/new part(s) dispatch
- A report on the investigation of defective part(s)

NOTE: The shipment of defective parts back to the ROTAX® Service Network under CSIR report number is essential unless otherwise instructed.

3.4.2) Warranty not approved / expired

An email will be sent to the customer informing that the engine and / or part is no longer covered by the warranty.

The ROTAX® Service Network has verified that the engine and / or part is no longer covered by the standard limited warranty or the ROTAX® Care limited extended warranty.

3.5) Warranty coverage

3.5.1) What is covered?

Depending upon the warranty evaluation outcome, the allowed coverage could be:

1. Parts / Shipping costs / troubleshooting costs

For further details on warranty coverage costs related to parts, shipping costs and troubleshooting costs, see SL-2ST-006R4, SL-912-012R4, SL-914-010R4, SL-912 i-003R3, SL-915 i-001R2, SL-916 i-011 Warranty conditions for ROTAX® Aircraft Engines Types 2-stroke, 912 (Series), 914 (Series), 912 i (Series), 915 i and 916 i (Series), current issue.

In case of extended warranty under the ROTAX® Care program, see SL-912 i-017R1, SL-915 i-012R1, SL-916 i-012, Conditions relating to the limited extended warranty under the ROTAX® Care program for ROTAX® Engine Types 912 i, 915 i and 916 i (Series), current issue.

2. Flat rate labor allowance

For further details on warranty coverage costs related to labor, see SL-912 i-020, SL-912-028, SL-914-026, SL-915 i-015, SL-916 i-014, Removal and Installation Labor Allowances for ROTAX® Aircraft Engines, current issue.

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3.5.2) Where can I find information on possible full engine coverage?

In certain cases ROTAX® can, at their discretion, choose to replace an engine in full. The affected engine will be returned under CSIR report number to the ROTAX® Service Network.

For further information, contact your ROTAX® Service Network with your CSIR report number.

3.5.3) Who will repair my engine?

In order to assure the engine owner that all warranty work is properly handled, and to ensure the quality of service that ROTAX® Aircraft Engine owners are entitled to receive, all warranty work will be performed by the ROTAX® Service Network appropriately rated for the engine model.

The iRMT certification scheme provides a standardized training program that connects the people who operate, service, or repair ROTAX® engines with the expertise and experience of those who develop and build these engines.



Visit dealerlocator.flyrotax.com// to find ROTAX® global support.



Visit flyrotax.com/p/service/training for more information on The iRMT training and certification scheme.

3.6) Summary

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A revision bar outside of the page margin indicates a change to text or graphic.

Translation into other languages might be performed in the course of language localization but does not lie within ROTAX® scope of responsibility.

In any case the original text in English language and the metric units are authoritative.

3.7) Inquiries

Inquiries regarding this Service Letter should be sent to the ROTAX® Authorized Distributor of your area.

A list of all ROTAX® Authorized Distributors or their independent Service Centers is provided on <https://dealerlocator.flyrotax.com>.