January 18, 1985

SUBJECT: NEW CESSNA SERVICE INFORMATION SYSTEM

TO: CESSNA ZONES, DISTRIBUTORS, CPC'S AND ALL CESSNA DEALERS

Effective January 1, 1985 Cessna implemented a new Service Information System.

The new system is intended to update and streamline the issuance and communication of Cessna Service Information.

Titles used to categorize the new Service Information (as compared to the previous titles) are:

<table>
<thead>
<tr>
<th>New Title</th>
<th>Previous Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Bulletin</td>
<td>Service Information Letter</td>
</tr>
<tr>
<td>Service Newsletter</td>
<td>Customer Care Newsletter</td>
</tr>
<tr>
<td>Supplier Service Notice</td>
<td>Vendor Service Bulletin Notice</td>
</tr>
<tr>
<td>Owner Advisories</td>
<td>Owner Advisories</td>
</tr>
</tbody>
</table>

Key features of the new Service Information System are described in the following:

**SERVICE BULLETINS** (Single Engine, Multi-Engine, Caravan and Conquest)

Service Bulletins will be used to announce product improvements, revised maintenance information and/or revised operational information which is intended to improve aircraft safety, reliability, durability and/or performance.
Service Bulletins will contain an effective date, reference number and the following information which is organized into the following sections:

**TITLE** .............. descriptive heading  
**EFFECTIVITY** ............ effected aircraft models and serials  
**PURPOSE** .............. objective of the bulletin  
**COMPLIANCE** .............. mandatory, recommended or optional compliance (reference below)  
**APPROVAL** .............. FAA approval statement  
**MANHOURS** .............. estimated time to accomplish the bulletin instructions  
**INSTRUCTIONS** ............ necessary procedures  
**CREDIT** .............. parts and labor credit information, if applicable  
**OWNER NOTIFICATION** .... related Owner Advisory, if applicable

Service Bulletin compliance categories are defined as follows:

- **MANDATORY** ... A safety of flight or high priority item which shall be accomplished as described in the Bulletin
- **RECOMMENDED** ... A beneficial item which should be accomplished as described in the Bulletin
- **OPTIONAL** ... An item which may be accomplished, if desired by the owner

Service Bulletins will be issued in paper form initially and in aerofiche summary form each quarter.

Service Bulletins (paper and fiche) will be distributed to dealers according to the type aircraft and aircraft parts and accessories included in dealer's appointment and to all Zones/Distributors.

**SERVICE NEWSLETTERS** (all propeller aircraft)

Service Newsletters are used to announce general support and service information.

Newsletters contain an effective date, reference number, subject and to whom the newsletter is directed.

Newsletters are issued in paper form initially and in aerofiche summary form each quarter.

Newsletters are distributed in paper form to dealers according to the type aircraft and aircraft parts and accessories included in dealer's appointment and to all Zones/Distributors. Newsletters will be distributed in aerofiche form to all dealers, Zones and Distributors.
Owner Advisory Applications will be included with new delivery aircraft and are also available from Cessna Dealers (P/N D5514-13).

For those owners and operators who wish to subscribe to Cessna Service Information (keeping in mind Owner Advisories are sent to Cessna Owners) Cessna also has a Service Information Subscription Program which is described in the enclosed form.
Dear Cessna Owner,

Effective January 1, 1985 Cessna implemented a new Service Information System which is intended to update and streamline the issuance and communication of Cessna Service Information.

Titles used to categorize the new Service Information are:

New Title

- Service Bulletin
- Service Newsletter
- Supplier Service Notice
- Owner Advisories

Under the new Service Information System, Service Bulletins, Service Newsletters and Supplier Service Notices will be used to announce Service Information to Cessna dealers, Zones/Distributors and Service Information Subscribers.

Owner Advisories will continue to be used to announce Service Bulletins to Cessna Owners.

Key features of the new System are described in the following:

**SERVICE BULLETINS (Single Engine, Multi-Engine, Caravan and Conquest)**

Service Bulletins will be used to announce product improvements, revised maintenance information and/or revised operational information which is intended to improve aircraft safety, reliability, durability and/or performance.
SERVICE NEWSLETTERS (all propeller aircraft)

Service Newsletters will be used to announce general support and service information.

SUPPLIER SERVICE NOTICES (all propeller aircraft)

Supplier Service Notices will be used to announce general support and service information which has been prepared by companies who supply aircraft components to Cessna.

OWNER ADVISORIES (all propeller aircraft)

Owner Advisories will continue to be used to announce Service Bulletins to Cessna aircraft owners.

As before, advisories will contain an effective date, reference number and
- explain the Service Bulletin subject
- provide compliance and owner action information
- advise the owner to contact his dealer
- inform the owner of applicable credit allowances
- reference the applicable Service Bulletin

and Owner Advisories will be sent to Cessna Aircraft owners as follows:

United States Aircraft Owners

If the aircraft is registered in the U.S., appropriate Cessna Owner Advisories are mailed AUTOMATICALLY according to the latest aircraft registration name and address provided to the FAA.

If the owner requires a DUPLICATE Owner Advisory to be sent to an address DIFFERENT than the FAA aircraft registration address, the owner must complete and return an Owner Advisory Application Form #D5514-13 (otherwise NO action is required on the owner's part).

International Aircraft Owners

To receive Cessna Owner Advisories, International aircraft owner must complete and return an Owner Advisory Application, form D5514-13.

Receipt of a valid Owner Advisory Application will establish the Cessna Owner Advisory service (duplicate Owner Advisory Service for U.S. aircraft owners) for one year, after which the owner will be be sent a renewal notice.
SUPPLIER SERVICE NOTICES (all propeller aircraft)

Supplier Service Notices are used to announce general support and service information which has been prepared by companies who supply aircraft components to Cessna.

Notices contain an effective date, reference number, supplier name, supplier reference number, effected aircraft models and notice subject.

Notices will be issued each 45 days in aerofiche form (some notices may be issued in paper form to individual dealers based on content).

Notices will be distributed in aerofiche form to all dealers, Zones and Distributors.

OWNER ADVISORIES

Owner Advisories are used to announce Service Bulletins to Cessna aircraft owners.

Advisories contain an effective date, reference number and

. explain the Service Bulletin subject
. provide compliance and owner action information
. advise the owner to contact his dealer
. inform the owner of applicable credit allowances
. reference the applicable Service Bulletin

Owner Advisories are sent to Cessna aircraft owners as follows:

United States Aircraft Owners

If the aircraft is registered in the U.S., appropriate Cessna Owner Advisories are mailed AUTOMATICALLY according to the latest aircraft registration name and address provided to the FAA.

If the owner requires a DUPLICATE Owner Advisory to be sent to an address DIFFERENT than the FAA aircraft registration address, the owner must complete and return an Owner Advisory Application Form D5514-13 (otherwise NO action is required on the owner's part).

International Aircraft Owners

To receive Cessna Owner Advisories, International aircraft owners must complete and return an Owner Advisory Application form D5514-13.

Receipt of a valid Owner Advisory Application will establish the Cessna Owner Advisory service (duplicate Owner Advisory Service for U.S. aircraft owners) for one year, after which the owner will be sent a renewal notice.
Owner Advisory Applications are included with new delivery aircraft and are also available from the Cessna Supply Division S.P.A. Department by ordering part number D5514-13 (each).

Enclosed is a copy of a related Owner Advisory which is being sent to owners of 425 and 441 propjet aircraft.

* * * * *
**SERVICE INFORMATION SUBSCRIPTION ORDER FORM**

**OPTION-I**

SERVICE BULLETINS, SERVICE NEWSLETTERS AND SUPPLIER SERVICE NOTICES

Service Bulletins and Service Newsletters mailed weekly in paper form. Supplier Service Notices mailed each 45 days in aerofiche form, plus current calendar year-to-date summary of Bulletins and Notices mailed quarterly in aerofiche form (Prior year Service Information Summaries can be ordered from Cessna’s Supply Division, SPA Dept.).

**OPTION-II**

MAINTENANCE MANUALS AND PARTS CATALOGS

Maintenance Manuals and Parts Catalogs for the last five model years mailed as revised in aerofiche form. Initial order includes library for the last five model years (earlier Manuals and Catalogs can be ordered from Cessna’s Supply Division, SPA Dept.).

**OPTION-III**

SERVICE BULLETINS, SERVICE NEWSLETTERS, SUPPLIER SERVICE NOTICES, MAINTENANCE MANUALS AND PARTS CATALOGS

A total Service Information program as described in Options I and II above.

<table>
<thead>
<tr>
<th>Subscription Service</th>
<th>(X) Desired Service</th>
<th>OPTION I</th>
<th>OPTION II</th>
<th>OPTION III</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>ORIGINAL</td>
<td>RENEWAL</td>
<td>ORIGINAL</td>
</tr>
<tr>
<td>Single Engine Piston</td>
<td>[ ]</td>
<td>$130.00</td>
<td>$130.00</td>
<td>$350.00</td>
</tr>
<tr>
<td>Multi-engine Piston (Includes 401-402C)</td>
<td>[ ]</td>
<td>130.00</td>
<td>130.00</td>
<td>400.00</td>
</tr>
<tr>
<td>Conquest</td>
<td>[ ]</td>
<td>130.00</td>
<td>130.00</td>
<td>250.00</td>
</tr>
<tr>
<td>Single &amp; Multi-engine Piston</td>
<td>[ ]</td>
<td>220.00</td>
<td>220.00</td>
<td>600.00</td>
</tr>
<tr>
<td>Multi-engine &amp; Conquest</td>
<td>[ ]</td>
<td>220.00</td>
<td>220.00</td>
<td>525.00</td>
</tr>
<tr>
<td>Single &amp; Multi-engine &amp; Conquest</td>
<td>[ ]</td>
<td>295.00</td>
<td>295.00</td>
<td>825.00</td>
</tr>
<tr>
<td>Caravan I</td>
<td>[ ]</td>
<td>90.00</td>
<td>90.00</td>
<td>175.00</td>
</tr>
<tr>
<td>Caravan II</td>
<td>[ ]</td>
<td>90.00</td>
<td>90.00</td>
<td>175.00</td>
</tr>
<tr>
<td>402 (401-402C)</td>
<td>[ ]</td>
<td>90.00</td>
<td>90.00</td>
<td>175.00</td>
</tr>
</tbody>
</table>

**PRICES AND CONTENT SUBJECT TO CHANGE WITHOUT NOTICE.**

**Please:**
- [ ] the desired service and circle the appropriate dollar amount
- Include a check or money order payable in U.S. dollars to The Cessna Aircraft Company (international customer, reference special notice below)
- Complete the following by carefully typing or printing your:

  - Name: ____________________________
  - Street/Postal Address: ____________________________
  - City, State and Zip: ____________________________
  - Country: ____________________________

Mail this form and payment to: The Cessna Aircraft Company
P.O. Box 1521
Wichita, Kansas 67201 U.S.A.
Attn: Customer Service Subscriptions

Your subscription will begin upon receipt of a completed form and payment, and will continue for one year, at which time you will be sent a renewal notice.

Special notice to international customers:
Subscriptions paid by bank transfer in U.S. dollars should be made to the Fourth National Bank and Trust Company, Wichita, Kansas, U.S.A. for Cessna Aircraft Company account number 006-003-7. Please attach a copy of the bank transfer notice to this order form and forward both items direct to Cessna Aircraft Company.

[ ] Please send me a copy of the latest Cessna Customer Care Supplies and Publications Catalog

D5525-13