Single Engine Piston Communiqué

Communiqué # SE-P-001
February 2017

Models: All Cessna and Beechcraft Piston Aircraft

ATA 00 - Textron Aviation Piston Aircraft Technical Support

Compliance: Informational
Type of Maintenance: Informational
Certification: None

The Textron Aviation Piston Aircraft Support System is an extensive network of people, facilities and resources aimed at maintaining the good will and satisfaction of Cessna and Beechcraft piston aircraft customers.

Technical support begins with Textron Aviation Authorized Service Facilities. Our Textron Aviation Authorized Service Facilities (ASF) are established to provide the first line of support should your Cessna or Beechcraft require service. These facilities have all the necessary training, tooling, personnel, parts and equipment to support the Cessna and Beech piston products as appropriate for their authorization.

Textron Aviation ASFs in turn receive direct support from Textron Aviation Field Service Representatives who are assisted by Technical Information Specialists located in Wichita, Kansas.

While most technical support requirements can be promptly satisfied at the Authorized Service Facility level, some activities may require the involvement of the total system to satisfactorily resolve.

The system works best when the capabilities of each organizational level are fully utilized in a sequential manner. On page 2 of this communiqué you will find a graphic display of the Textron Aviation piston aircraft technical support system.
Questions, comments, and suggestions regarding Textron Aviation piston aircraft support should initially be directed to the appropriate Authorized Service Facility. To locate a service facility in your area, please visit www.txtavsupport.com and find the Locate an Authorized Service Facility link under the Quick Links heading.

Another useful tool for locating your nearest authorized service facility and helpful support contacts is via the Textron Aviation Service App. This app is available on the Apple Store or Google Play Store. The Textron Aviation Service App contains a GPS enabled aircraft service directory with the names, addresses and phone numbers for all our Authorized Service Facilities. It also includes contact information for your Field Service Representative, Textron Aviation Publications, Technical Support and Warranty departments.

**Textron Aviation Piston Aircraft Technical Support System**

This chart should be used by customers needing service or having questions on Cessna or Beechcraft piston aircraft: