

TITLE

COMMUNICATIONS - COCKPIT VOICE RECORDER (CVR) CONTROL PANEL REPLACEMENT

EFFECTIVITY

MODEL	SERIAL NUMBERS
560XL (Citation XLS+)	-6302

REASON

The Cockpit Voice Recorder (CVR) Control Panel Circuit Card Assembly (CCA) was assembled with an insulator pad installed in the wrong location which can cause a short circuit that will make the control unit inoperative.

DESCRIPTION

This service document provides parts and instructions to remove the Cockpit Voice Recorder (CVR) Control Panel and return to Textron Aviation.

COMPLIANCE

RECOMMENDED. This service document should be accomplished at a scheduled maintenance period or inspection.

A service document published by Textron Aviation may be recorded as *completed* in an aircraft log only when the following requirements are satisfied:

- 1) The mechanic must complete all of the instructions in the service document, including the intent therein.
- 2) The mechanic must correctly use and install all applicable parts supplied with the service document kit. Only with written authorization from Textron Aviation can substitute parts or rebuilt parts be used to replace new parts.
- 3) The mechanic or airplane owner must use the technical data in the service document only as approved and published.
- 4) The mechanic or airplane owner must apply the information in the service document only to aircraft serial numbers identified in the *Effectivity* section of the document.
- 5) The mechanic or airplane owner must use maintenance practices that are identified as acceptable standard practices in the aviation industry and governmental regulations.

No individual or corporate organization other than Textron Aviation is authorized to make or apply any changes to a Textron Aviation-issued service document or flight manual supplement without prior written consent from Textron Aviation.

Textron Aviation is not responsible for the quality of maintenance performed to comply with this document, unless the maintenance is accomplished at a Textron Aviation-owned Service Center.

REFERENCES

Cessna Model 560XL Maintenance Manual

L3 Harris Disclosure Letter: Subject: Shipment of Non-Conforming S251-1120-00 Control Units.

PUBLICATIONS AFFECTED

None.

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Textron Aviation Customer Service, P.O. Box 7706, Wichita, KS 67277, U.S.A. 1-316-517-5800

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ACCOMPLISHMENT INSTRUCTIONS

1. Prepare the airplane for maintenance.
 - A. Make sure that the airplane is electrically grounded.
 - B. Make sure that all switches are in the OFF/NORM position.
 - C. Disconnect electrical power from the airplane.
 - (1) Disconnect external electrical power.
 - (2) Disconnect the airplane battery.
 - D. Attach maintenance warning tags to the battery and external power receptacle that have "**DO NOT CONNECT ELECTRICAL POWER - MAINTENANCE IN PROGRESS**" written on them.
2. Remove the S251-1120-00 Cockpit Voice Recorder (CVR) Control Panel. (Refer to the Model 560XL Maintenance Manual, Chapter 23, Cockpit Voice Recorder (CVR) - Maintenance Practices.)
3. Return the removed S251-1120-00 Cockpit Voice Recorder (CVR) Control Panel Unit to Textron Aviation for exchange.

NOTE: The existing S251-1120-00 Cockpit Voice Recorder (CVR) Control Panel Unit may be returned to Textron Aviation Parts Distribution, Warranty Administration, 285 South Greenwich Road, Bldg B89, Docks 1-4, Wichita, KS 67206, USA, and exchanged for an upgraded unit. Due to limited availability, advance scheduling is required, please expedite the return of the removed part.

4. Install the S251-1120-00 Cockpit Voice Recorder (CVR) Control Panel. (Refer to the Model 560XL Maintenance Manual, Chapter 23, Cockpit Voice Recorder (CVR) - Maintenance Practices.)
5. Remove the maintenance warning tags and connect the airplane battery.
6. Do an operational check of the cockpit voice recorder system. (Refer to the Model 560XL Maintenance Manual, Chapter 23, Cockpit Voice Recorder (CVR) - Inspection/Check.)
7. Make an entry in the airplane logbook that states compliance and method of compliance with this service document.

NOTE: Textron Aviation recommends that compliance with all service documents is reported to a maintenance tracking system provider.

- Complete a record of compliance. (Maintenance Transaction Report, Log Book Entry, or other record of compliance.)
- Put a copy of the completed record of compliance in the airplane logbook.
- Send a copy of the completed record of compliance to the maintenance tracking system provider used.

MATERIAL INFORMATION

Order the part below to install this modification.

NEW P/N	QUAN- TITY	KEY WORD	OLD P/N	INSTRUCTIONS/ DISPOSITION
S251-1120-00	1	Cockpit Voice Recorder (CVR) Control Panel	S251-1120-00	Return to Textron Aviation for exchange

The existing S251-1120-00 Cockpit Voice Recorder (CVR) Control Panel unit may be returned to Textron Aviation Parts Distribution, Warranty Administration, 285 South Greenwich Road, Bldg B89, Docks 1-4, Wichita, KS 67206, USA, and exchanged for an upgraded unit. Due to limited availability, advance scheduling is required, please expedite the return of the removed part.

Please contact your Regional Textron Aviation Parts Distribution Customer Support Team for current cost and availability of parts listed in this service document. Phone at 1-800-835-4000 (Domestic) or 1-316-517-5603 (International).

For more information, please visit the TAPD Support & Aftermarket Account Management website at <https://ww2.txtav.com/Parts/Promos/TAPD>.

Based on availability and lead times, parts may require advanced scheduling.

TITLE

COMMUNICATIONS - COCKPIT VOICE RECORDER (CVR) CONTROL PANEL REPLACEMENT

TO:

Cessna Model 560XL Aircraft Owner

REASON

The Cockpit Voice Recorder (CVR) Control Panel Circuit Card Assembly (CCA) was assembled with an insulator pad installed in the wrong location which can cause a short circuit that will make the control unit inoperative.

COMPLIANCE

RECOMMENDED. This service document should be accomplished at a scheduled maintenance period or inspection.

LABOR HOURS

WORK PHASE	LABOR-HOURS
Modification	3.0

MATERIAL AVAILABILITY

PART NUMBER	AVAILABILITY	COST
S251-1120-00EX	*	*

The existing S251-1120-00 Cockpit Voice Recorder (CVR) Control Panel unit may be returned to Textron Aviation Parts Distribution, Warranty Administration, 285 South Greenwich Road, Bldg B89, Docks 1-4, Wichita, KS 67206, USA, and exchanged for an upgraded unit. Due to limited availability, advance scheduling is required, please expedite the return of the removed part.

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WARRANTY

This service document is *recommended*. Eligible airplanes may qualify for parts and labor coverage to the extent noted in the *Labor Hours* and *Material Availability* sections of this document.

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Textron Aviation Customer Service, P.O. Box 7706, Wichita, KS 67277, U.S.A. 1-316-517-5800

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Eligibility: Airplanes identified within the serial number effectivity of this service document.

Parts Coverage: Textron Aviation-owned and Textron Aviation-authorized Service Facilities, operators, or other maintenance facilities may submit a claim for the parts required to accomplish this service document as defined in the *Material Availability* section of this document.

Labor Coverage: Textron Aviation-owned and Textron Aviation-authorized Service Facilities rated to perform maintenance on the specific model of Cessna Aircraft may submit a claim for the labor necessary to accomplish this service document as defined in the *Labor Hours* section of this document.

Credit Application: After this service document has been accomplished, a claim must be submitted to Textron Aviation within 30 days of the service document completion. Claims for compliance of this service document are to be filed as a W4 type claim.

Please submit your claim form online at ww2.txtav.com/Parts or email the completed Textron Aviation Claim Form to warranty@txtav.com. If submitted on-line a Return Authorization will be provided. If a paper claim is submitted your claim will be entered into the system and a Return Authorization will be sent to you.

The Return Authorization must accompany any required return parts (see *Material Availability*), to the point of purchase.

Parts to be returned to Textron Aviation Parts Distribution should be forwarded to:

Textron Aviation Parts Distribution
Warranty Administration
285 South Greenwich Road
Bldg B89, Docks 1-4
Wichita, KS 67206
USA

Expiration: August 31, 2023

Textron Aviation reserves the right to void continued airplane warranty coverage for the parts affected by this service document until the service document is accomplished.

NOTE: As a convenience, service documents are now available online to all our customers through a simple, free-of-charge registration process. If you would like to sign up, please visit the Customer Access link at www.txtavsupport.com to register.



DISCLOSURE LETTER

Date of issue: March 18, 2021

Subject: Shipment of Non-Conforming S251-1120-00 Control Units

From: L3 Aviation Products

To: Textron Aviation Co.

a) **Clear description of non-conformity.**

- a. L3 Aviation Products produced qty 16 non-conforming CVR control units, p/n S251-1120-00. The units were potentially assembled with insulator pads (pn 140-E1089-00, 140-E1126-00) installed in the wrong location, and due to this error, the CCA could possibly short to the case, which would cause the control unit to become inoperative.

b) **Parts Affected:**

Part number	Description	Next Assy	Higher Assy
S251-1120-00	Control Unit, Gray LP IL	n/a	n/a

c) **List Quantity and PO#** : qty 16 listed below.

ITEM_NUMBER	SERIAL_NUMBER	PO	MFG DATE	SHIP_DATE
S251-1120-00	10000023	550000231	January-21	2/15/2021
S251-1120-00	10000024	550000231	January-21	2/15/2021
S251-1120-00	10000025	550000231	January-21	2/15/2021
S251-1120-00	10000026	550000231	January-21	2/15/2021
S251-1120-00	10000027	3019298	January-21	2/15/2021
S251-1120-00	10000028	550000231	January-21	2/15/2021
S251-1120-00	10000029	550000231	January-21	2/15/2021
S251-1120-00	10000030	3019298	January-21	2/15/2021
S251-1120-00	10000031	550000231	January-21	2/15/2021
S251-1120-00	10000362	550000231	February-21	3/9/2021
S251-1120-00	10000363	550000231	February-21	3/11/2021
S251-1120-00	10000364	550000231	February-21	3/11/2021
S251-1120-00	10000673	550000231	February-21	2/25/2021
S251-1120-00	10000674	550000231	February-21	2/25/2021
S251-1120-00	10000677	550000231	February-21	3/11/2021
S251-1120-00	10000679	550000231	February-21	2/25/2021

d) **Short term corrective action:**

- a. Return units to L3 for rework. LRUs are serialized and rework will be tracked in L3's ERP system.

e) **Inspection Procedure and Rework Instruction**

- a. Additional Inspection IAW corrected work instruction has been added at L3 supplier

f) **Provide information on replacement parts availability**

- a. Parts will need to be returned and reworked.

g) **Potential impact on Aircraft Safety:**



DISCLOSURE LETTER

- a. No effect on aircraft safety
- h) **Statistical risk analysis:**
 - a. Not applicable
- i) **Root cause analysis:**
 - a. This mistake was detected during acceptance test of a unit built in March 2021 (short to case was detected on a specific unit). Investigation revealed that there was an error in the manufacturing work instructions for the S251-1120-00 control units. The work instructions permitted the operator to install the insulator on the wrong surface. This mistake was limited to the January/February (qty 16 units) timeframe when the work instructions were updated by supplier for work transfer.
- j) **Corrective action implementation:**
 - a. March 17, 2021. Verified by L3 supplier quality. Effectiveness will be monitored via L3 supplier CAR.
- k) **Long Term Corrective and prevention**
 - a. Corrective action was implemented by revising the manufacturing work instructions to correct location of insulator pad during assembly.
- l) **Service bulletin (if applicable):**
 - a. Not applicable

Sylvester Reeber
Quality Engineer

Date