



SIL 3500 - 19 Service Information Letter

THIS SERVICE INFORMATION LETTER CONTAINS IMPORTANT SAFETY INFORMATION REGARDING SANDEL'S SN3500, INCLUDING AN INSERT FOR THE PILOT'S GUIDE. PLEASE CAREFULLY REVIEW AND COMPLY WITH THE INSTRUCTIONS SET FORTH IN THIS SERVICE INFORMATION LETTER. THIS SERVICE INFORMATION LETTER AND ANY REFERENCES TO PRODUCTS OR SERVICES ARE PROVIDED "AS IS" WITHOUT ANY WARRANTY OR IMPLIED TERM OF ANY KIND.

Date: August 08, 2012

Regarding: SN3500 Flux Gate Failure Annunciation

Revision: A, Initial Release

Subject:

Initial communication regarding Pilot Guide Insert and forthcoming software update. This SIL will be revised when software is available

Products Affected:

SN3500: Software versions 4.05 and previous on installations using Internal Slaving.

Reason for Service Information Letter:

Sandel Avionics was recently involved in litigation in which it was claimed that during flight a mechanical failure occurred in the Humphrey fluxgate installed in a Cirrus SR22 driving an SN3308. It was claimed that during flight the fluxgate rotated itself 70° to a new heading. The case involved the possible resulting indications of the SN3308 to such a hypothetical change in heading.

As with the SN3308, the SN3500 operates as designed and certified. In such a case, after a suitable delay period of 2 minutes (to prevent nuisance slaving in turns) the SN3500 redlines the heading for 7 seconds and will turn the heading card to the re-acquired fluxgate heading. The attached pilots guide insert provides more detail on this operation.

Recommended Actions

- a) We are issuing an insert to the pilot's guide (attached to be inserted into the pilot's guide).
- b) A software update will be made available approximately Oct 1, 2012 for the SN3500. The change in software will change the current automatic fast-slave operation as described above into manual fast-slave operation.

Compliance:

Recommended

Warranty Reimbursement:

N/A

Manpower:

N/A

Approval:

No change

Identification:

No change

Testing:

N/A

Documentation:

Insert to Pilot's Guide (attached)

Company Contact:

Product Support
2401 Dogwood Way
Vista, CA 92083
760-727-4900 Extension 2
877-726-3357 Extension 2 (Toll Free)

END