

# SERVICE INFORMATION NO. SI 20E-001

## I. TECHNICAL DETAILS

### 1.1 Airplanes affected

DV 20 E all serial numbers

### 1.2 Subject

Descriptions of DAI technical publication systems and handling of documents:

- LOADP – List of Applicable Diamond Publications
- Service Information, Service Bulletin, Factory Campaign
- Airplane Flight Manual, Airplane Maintenance Manual – Temporary Revisions, Permanent Revisions
- IPC – Illustrated Parts Catalogue
- Reporting of Failures, Malfunctions and Defects

### 1.3 Reason

This Service Information provides a description of the Diamond Aircraft Industries GmbH (DAI) technical publication system and means to report service difficulties for pilots, owners, operators and maintenance organizations involved in the operation of DV 20 E airplanes.

### 1.4 Information

All documents described in this Service Information are published on the Diamond Aircraft Industries website [www.diamondaircraft.com](http://www.diamondaircraft.com) (select -> Service and Support -> Technical Publications).

In addition, DAI offers a subscriber service via email to inform about changes to these documents for registered customers, operators and maintenance organisations. Therefore please register on the Diamond Aircraft Industries website [www.diamondaircraft.com](http://www.diamondaircraft.com) (select -> Service and Support -> Notification Service).

**Note:** If you register for subscription, you accept that your supplied data may be used to ensure continued airworthiness of airplanes produced by DAI.

## **II. PUBLICATION**

### **2.1 General**

The LOADP, all Service Information, Service Bulletins and Factory Campaigns and referenced working instructions issued by DAI are in English language and the standard paper size is DIN A4.

### **2.2 LOADP – List of Applicable Diamond Publications**

The LOADP for each model/variant lists all current Manuals, Temporary Revisions to these Manuals, Service Bulletins and Service Information that are applicable to that model/variant.

The LOADP is updated each time, when the content is amended.

### **2.3 Service Information (SI)**

The content of SIs is usually of informative nature and no direct action is associated with it unless a referenced document requires such actions.

A DAI SI is typically issued if:

- Instructions for continued airworthiness of a built-in part/equipment/product from an external manufacturer are found to be applicable and a check for feasibility and compatibility has been conducted. This is especially done in case where the manufacturer has no public notification system for distributing this kind of information to the known operators or if the time of compliance is unusually short.
- Additional technical information shall be forwarded to operators of DAI products, which are not contained in the standard documentation (e.g. Precautions to avoid errors, recommendation for maintenance, aso.).
- An Airworthiness Directive (AD) issued by EASA or FAA that applies to a DAI product. Then the DAI SI gives a reference to the AD.

**Note:** This is a voluntary service by DAI and does not relieve operators of DAI products from checking for applicable ADs and Instructions for Continued Airworthiness for built-in parts/equipment/products.

The principle numbering code for SIs uses the following scheme:

**SI 20E-zzz(/r)**

**zzz** ..... Consecutive number

**r**..... Revision number, starting with “1” for the first revision of an already released SI. Thereafter in ascending numerical order.

**Note:** Typically there is no revision service for SIs. Each new information or change of that will be sent along with a new SI.

Example: SI 20E-005/1 is the first revision of the SI number 5 for the DAI DV 20 E airplane.

For details please refer to the current LOADP.

## 2.4 Service Bulletin (SB)

Service Bulletins are used to communicate changes or additional inspections applicable to airplanes already in service.

DAI distinguishes the following types of SBs:

Alert SB:	ASB	An ASB is issued, if there is an immediate potential hazard. The instructions given in the SB must be carried out immediately. It is recommended to print this type of service bulletin on colored paper. Compliance with this type of SB is compulsory to be eligible for warranty.
Mandatory SB	MSB	A MSB is issued, if there is no immediate potential hazard. Non-compliance with the instructions of the SB will cause the safety of the airplane to be reduced or endangered. The actions to be done are linked to a time of compliance. Compliance with this type of SB is compulsory to be eligible for warranty.
Recommended SB	RSB	A RSB contains recommendations of DAI. Non-compliance with this SB has no impact on flight safety. Compliance with this SB is of advantage for the operator (for example lower operating costs, etc.). Diamond Aircraft reserves the right to void continued warranty coverage in the area affected by this type of SB if it is not incorporated.
Optional SB	OSB	An OSB is used to inform the operator of a product of DAI about the possible installation of additional equipment (for example a towing device, etc.) or retrofit of a product improvement (for example an improved heating valve, etc.) Work Instructions, that are not published with the SB, are available for purchase via the DAI service center network.

The principle numbering code for SBs uses the following scheme:

**xSB 20E-zzz(/r)**

**x**..... Type of SB (see above).

**zzz** ..... Consecutive number

**r**..... Revision number, starting with "1" for the first revision of an already released SB. Thereafter in ascending numerical order.

Example: OSB 20-014/1 is the first revision of the Optional Service Bulletin number 14 for the DAI DV 20 E airplane.

For details please refer to the current LOADP.

**CAUTION:** Before starting to complete the actions described in a SB, to carefully read through the entire document(s) and respect it as a whole.

## **2.5 Factory Campaign (FC)**

A Factory Campaign is used to communicate necessary changes or additional inspections to a very limited number of airplanes already in service. A FC has the status of a Mandatory Service Bulletin. The DAI After-Sales-Support coordinates the campaign with the holders affected airplanes.

**CAUTION:** Before starting to complete the actions described in a FC, to carefully read through the entire document(s) and respect it as a whole.

## **2.6 Airplane Flight Manual, Airplane Maintenance Manual – Temporary Revisions, Permanent Revisions**

Temporary Revisions (TR) to the Airplane Flight Manual (AFM) or Airplane Maintenance Manual (AMM) are used to quickly update these manuals if changes are required to cover a new or improved design or to correct or improve information, procedures or instructions contained in these manuals.

Each Temporary Revision to the AFM or AMM contains instruction on how to process it on the cover page.

All Temporary Revisions are designed not to interfere with each other and so, all published TRs per current LOADP can be inserted into the associated manual. Please note that for an individual airplane all TRs related to actual modifications on the airplane and all general TRs must be inserted into the associated manuals.

For the AFM it is recommended only to insert general TRs and TRs that are related to the actual modifications of the individual airplane. For the AMM, as usually used to maintain several airplanes of one type, it is recommended to insert all TRs, to ensure that all possible modifications are covered.

Periodically, TRs are incorporated into a permanent revision of the associated manual. Which temporary revisions are contained in a permanent revision to a manual can be identified through the revision log of each manual. DAI highly recommends to use the latest available permanent revision of the manuals which are published on the Diamond Aircraft Industries website [www.diamondaircraft.com](http://www.diamondaircraft.com) (select -> Service and Support -> Technical Publications). For details please refer to the current LOADP.

**CAUTION:** The Aircraft Logs, Modification Status, serial number specific AFM Chapters (e.g. weighing report, equipment list, ...) must represent the current status of the specific airplane at any time.

## **2.7 IPC – Illustrated Parts Catalogue**

DAI provides an IPC for all its products. For the DV 20 E airplane it will be furnished as an interactive parts catalogue which is available on the Diamond Aircraft Industries website [www.diamondaircraft.com](http://www.diamondaircraft.com) (select -> Service and Support -> Technical Publications).

The IPC is not part of the type certification, but it is based on approved design data and is offered for easier identification of spare part numbers.

### **III. SERVICE DIFFICULTIES**

#### **3.1 Reporting of Failures, Malfunctions and Defects**

DAI has established a system to collect and analyse failures, malfunctions or defects occurring on our products with the goal to maintain and improve safety and to continuously improve the products.

Please respect that such a system can only be as good as the information we receive from our customers, users and maintenance shops about our products. Therefore please help us to your own benefit and report any failure, malfunction or defect which occurred to our After Sales Support Team using the email address [support-austria@diamondaircraft.com](mailto:support-austria@diamondaircraft.com).

In case of incidents/accidents please submit the report to [airworthiness-austria@diamondaircraft.com](mailto:airworthiness-austria@diamondaircraft.com). To report incidents/accidents it is recommended to use the current published occurrence reporting form of the state of registry or occurrence.

### **IV. REMARKS / MISCELLANEOUS**

In case of doubt please contact Diamond Aircraft Industries GmbH.

Weblinks in this SI are subject to change and represent the current status on the day of revision of this SI.