



Manage warranty claims, service bulletins, and ongoing support for avionics installations and repairs.

Purpose

This process establishes procedures for managing warranty claims, implementing service bulletins, and providing ongoing technical support for avionics installations and repairs. The process ensures clients receive full benefit of warranty coverage while maintaining compliance with manufacturer service requirements and regulatory obligations.

Roles and Responsibilities

Avionics Technician:

- Conduct avionics system assessments and repairs
- Prepare detailed work scope and time estimates
- Document component requirements and procedures
- Coordinate with parts department for availability
- Ensure regulatory compliance for avionics work

Client Service Representative:

- Manage client communications and service requests
- Process documentation and billing
- Obtain client authorizations and approvals
- Coordinate scheduling and aircraft availability
- Maintain professional client relationships

Chief of Maintenance:

- Review and approve complex or high-value work orders
- Assign qualified technicians to specific maintenance tasks
- Ensure regulatory compliance for all maintenance work
- Resolve scheduling conflicts and resource allocation issues
- Oversee maintenance quality and safety standards

Process Steps

Warranty Coverage Management Phase

- **Track warranty periods** - Maintain database of warranty coverage periods for all installed equipment and components
- **Monitor warranty status** - Review warranty coverage before performing any maintenance or repairs
- **Document warranty terms** - Maintain complete warranty documentation including coverage limitations and requirements
- **Communicate coverage to clients** - Inform clients of warranty coverage and benefits for their equipment

Warranty Claim Processing Phase

- **Identify warranty issues** - Recognize equipment failures or defects covered under manufacturer warranty
- **Prepare warranty claims** - Complete warranty claim documentation with required technical information and failure analysis
- **Submit warranty claims** - Process warranty claims with manufacturers according to established procedures and timelines
- **Track claim status** - Monitor warranty claim progress and coordinate with manufacturers for resolution

Service Bulletin Implementation Phase

- **Monitor service bulletins** - Review manufacturer service bulletins and airworthiness directives for applicability
- **Assess bulletin applicability** - Determine which aircraft and equipment are affected by service bulletin requirements
- **Plan implementation** - Schedule service bulletin compliance work with affected clients and coordinate resources
- **Execute bulletin requirements** - Perform required modifications, inspections, or updates according to service bulletin instructions

Ongoing Support Coordination Phase

- **Provide technical support** - Offer ongoing technical consultation and support for installed avionics systems
- **Coordinate manufacturer support** - Facilitate communication between clients and manufacturers for complex technical issues

- **Monitor system performance** - Track performance of installed systems and identify recurring issues or trends
- **Implement system updates** - Coordinate software updates, configuration changes, and system enhancements

Process Mapping

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Warranty Tracking → Issue Identification → Claim Preparation → Claim Processing → Service Bulletin Monitoring → Implementation Planning → Technical Support → System Updates

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Tools and Resources

Warranty Management Systems:

- Warranty Database and Tracking System
- Manufacturer Portal Access Systems
- Claim Processing and Documentation Tools
- Service Bulletin Monitoring Systems

Technical Support Resources:

- Manufacturer Technical Support Contacts
- Service Manual and Documentation Libraries
- Technical Bulletin and Advisory Databases
- System Configuration and Update Tools

Documentation:

- Warranty Claim Forms and Templates
- Service Bulletin Compliance Records
- Technical Support Case Tracking
- Client Communication Templates

Success Metrics

- **Completion Time:** Warranty claims processed and submitted within 5 business days of issue

identification.

- **Quality Standard:** 95% of warranty claims approved and processed successfully by manufacturers.
- **Safety Standard:** 100% compliance with applicable service bulletins within required timeframes.
- **Client Satisfaction:** Client satisfaction rating of 4.8/5 for warranty service and technical support.

Common Issues and Solutions

- **Issue:** Warranty claims denied due to incomplete documentation or procedural issues
- **Solution:** Implement standardized warranty claim procedures with required documentation checklists, provide training on manufacturer warranty requirements, and establish review procedures before claim submission

Issue: Service bulletin compliance deadlines difficult to meet due to parts availability or scheduling conflicts

Solution: Establish early monitoring of service bulletin releases, maintain inventory of commonly required parts, and coordinate with clients well in advance of compliance deadlines

Issue: Clients unaware of warranty coverage resulting in unnecessary repair costs

Solution: Implement proactive warranty communication procedures, provide warranty status reports to clients, and establish warranty review procedures before authorizing any chargeable repairs

Safety Considerations

- **⚠ WARNING:** Ensure all service bulletin requirements are implemented within specified timeframes as delays may affect aircraft airworthiness

⚡ **CAUTION:** Verify warranty work is performed according to manufacturer procedures to maintain warranty coverage and regulatory compliance

i NOTE: All warranty repairs must be documented according to regulatory requirements and manufacturer specifications

✅ BEST PRACTICE: Maintain proactive communication with manufacturers to stay informed of warranty policy changes and service requirements

Regulatory References

- **14 CFR Part 39** - Airworthiness Directives including service bulletin compliance requirements
- **14 CFR Part 43** - Maintenance, Rebuilding, and Alteration documentation for warranty work
- **Consumer Warranty Protection Laws** - Various federal and state warranty protection regulations

- **Manufacturer Service Bulletin Requirements** - Specific manufacturer requirements for service bulletin compliance
- **AC 39-7** - Airworthiness Directives guidance including service bulletin implementation