



1625 North 1100 West 416 Dividend Dr.  
Springville, UT 84663 Peachtree City, GA 30269  
801-489-2000 801-489-2000

# SERVICE INFORMATION LETTER

SIL # 170508-11-6557-5WD

**SUBJECT:** It has been determined that some Wencor PMA PN 11-6557-5( )WD Bezel Assemblies shipped prior to February 27, 2017 may be defective. In particular the Lens may pop out during assembly or when impacted with a force less than 10 lbs.

## REVISION HISTORY TABLE

Revision	Change Description	Release Date
A	Original Release	05/26/2017

## SERVICE INFORMATION LETTER

### 1. Planning

#### a. Effectivity

Wencor P/N	NHA P/N	NHA Description	ATA	Engine or Aircraft Application
11-6557-5( )WD Where ( ) represents color code	10-1581-xx 10-1671-xx	Bezel Assembly In the Passenger Service Unit	33-20-65 33-23-00 33-23-52 33-23-01 33-20-74 33-22-01	Boeing (737-700 Series, 737-700C Series, 737-800 Series, 737-900 Series, 747SP Series, 747-400 Series, 757-200 Series, 757-300 Series, 767-200 Series, 767-300 Series, 767-400ER Series, 777-200 Series, 777-200LR Series, 777-300 Series, 777-300ER Series) Embraer (ERJ 170-100 STD, ERJ 170-100 LR, ERJ 170-100 SU, ERJ 170-100 SE, ERJ 170-200 STD, ERJ 170-200 LR, ERJ 170-200 SU, ERJ 190-100 STD, ERJ 190-100 LR, ERJ 190-100 IGW, ERJ 190-100 ECJ, ERJ 190-200 STD, ERJ 190-200 LR, ERJ 190-200 IGW

#### b. Reason:

During an investigation for a similar part it was determined that some PMA part number 11-6557-5( )WD Bezels do not meet drawing requirements regarding workmanship with respect to adhesive application and Lens retention.

#### c. Background

Lens detachment has been reported by one customer on a similar part. The defect was detected during installation. There have been no customer reports of this defect occurring with respect to the subject part, however some parts in stock were determined to be defective.

## SERVICE INFORMATION LETTER



Figure 1. Defective Part from Customer– Lens Separated During Installation

The subject parts are installed in the Bezel Assembly of the PSU installed on various commercial aircraft.

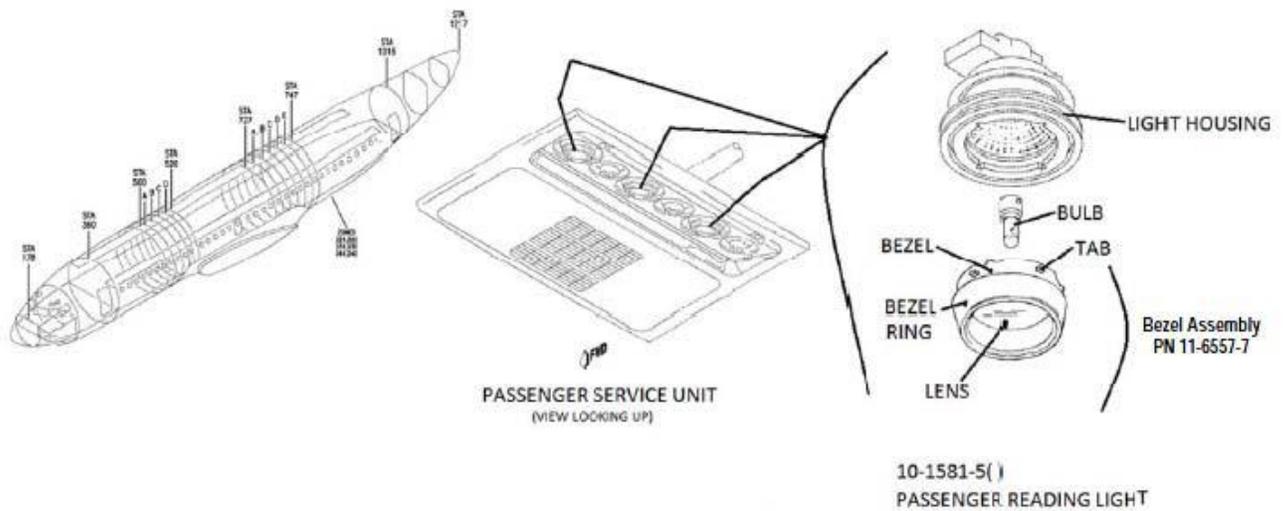


Figure 2. Typical Installation of PMA PN 11-6557-5( )WD Bezel Assembly

## SERVICE INFORMATION LETTER

### d. Safety

The effects of this problem were evaluated and it was concluded that this defect is not a safety of flight issue because:

- If the defect is present it will most likely be detected during installation.
- If a lens becomes detached after installation it will remain contained within the Bezel Assembly such that a barrier remains between the passenger and the light bulb at all times.
- The subject part is installed in a non-critical system.

### 2. Recommendations

Any Wencor PN 11-6557-5( )WD Bezel Assemblies that are currently in service may remain in service at the discretion of the operator.

Any Wencor PN 11-6557-5( )WD Bezel Assemblies that have not been installed may be returned to Wencor for credit or replacement as described in Section 4 below.

These recommendations apply to parts purchased prior to February 27, 2017 only.

### 3. Compliance

Compliance to this SIL is at the discretion of the customer/owner/operator.

### 4. Material

Wencor PN 11-6557-5( )WD Bezel Assemblies that require replacement as a result of this Service Information Letter will be covered free of charge under the Wencor material warranty. If there are any questions regarding this Service Information Letter, please contact the applicable Wencor sales representative by calling 801-489-2000 or email: [sales@wencor.com](mailto:sales@wencor.com). For technical questions regarding this SIL please contact Steve Jones at [sjones@wencor.com](mailto:sjones@wencor.com).