



PIA Technical Standard TS-110
Parachute Industry Association Publications
September 25, 1994

Manufacturer's Product Service Bulletin Format

The following standard format is adopted for use by parachute manufacturers for service bulletins. This document consolidates and supersedes TS-110 and TS-118, both dated February 10, 1992.

(Manufacturer's letterhead)

Product Service Bulletin

Issue date:
Today's date.

Bulletin number:

Award each bulletin a number in serial order.

Subject:

Brief, concise title identifying the product and the nature of the service to be performed.

Status:

The nominated status: grounding, mandatory, optional, recommended, or advisory.

Identification:

The manufacturer's brand name, part number(s), affected serial number(s), applicable dates of manufacture.

Background:

A brief historical description of the circumstances leading up to the decision to issue a service bulletin. This section should be used to explain that the manufacturer is issuing the product service bulletin to ground the product, remedy a defect which has become evident, or offer a product improvement which can be retrofitted to enhance performance or safety.

Service bulletin:

Brief, specific instructions should be carefully worded to specify the action to be taken to comply with the service bulletin.

If there is more than one organization who has established a service bulletin policy then the policy of each organization should be separately stated.

Compliance date:

A designated date by which the service must be incorporated or take effect. The date may be immediate, some future date such as a service cycle, or in some cases be retrospective (where a defect has been identified and published in some manner beforehand).

Authority:

The person (or position of the person) within the organization who has taken responsibility for publishing the service bulletin should be identified so that clarification can be sought if the bulletin is found to be ambiguous or lacking in detail.

A name, address, telephone number, fax number, and other appropriate numbers such as on-line number, fax-on-demand number and telex number should be provided. Much of this information will be available if the bulletin is printed in your letterhead.

Distribution:

List all those to whom the service bulletin was sent. If the service bulletin will affect persons in other sporting/professional groups or organizations who use the product, a broader distribution through national magazines or aviation authorities should be specified.

The distribution list shall include but is not limited to:

- All dealers and owners/customers for whom addresses are on file.
- All drop zones.
- USPA Safety & Training Committee
- PIA Technical Committee
- IPC Technical Committee
- All Appropriate parachuting periodicals
- PIA Para Newsbriefs
- National Aero Clubs-Parachuting sections
- Military parachuting organizations