

Critical Service Bulletin Compliance Feature

You can submit compliance of critical service bulletins (SBs) on myCFMportal.com* which gives you the ability to quickly visualize the critical service bulletin compliance status. Knowing engine configuration is key to enable proactive CFM support, management and rapid resolution of any technical issue.

Follow this step by step process:

1. Go to myCFMportal.com
2. Go to the Engine Profile Widget → Fleet Level Compliance
3. Step by step instructions are available in myCFMportal.com FAQs section under Engine Profile

CFM requests SB compliance to be reported within a week of implementing the service bulletin

*Fleet Level Compliance feature will be available in July 2020

Tab 1

FAQs

Engine Profile

ESN	Aircraft Type	Model	Last Install Date
737-800	CFM56-7B		2013-12-17
737-800	CFM56-7B		2018-08-04
737-700	CFM56-7B		2016-12-30
737-800	CFM56-7B		2013-12-20
			2014-10-28

Engine Level

Fleet Level Compliance

Engine Profile

Model	SB Number	Rev #	Title	Compliance
CFM56-7B	CFM56-7B-72-	06		16% (11/70)
CFM56-7B	CFM56-7B-79-	02		5% (2/38)
CFM56-7B	CFM56-7B-72-	05		0% (0/2)
CFM56-7B	CFM56-7B-73-	01		97% (107/110)
CFM56-7B	CFM56-7B-72-	00		
CFM56-7B	CFM56-7B-72-	06		

Fleet Level Compliance

Engine Profile

ESN	Compliance
CFM56-7B-72-0564	100%
CFM56-7B-0821	0%
CFM56-7B-72-0879	0%
CFM56-7B-72-1042	100%

CFM56-7B-72

Fleet Compliance Summary

Action	ESN	Rev #	Status	Compliance Date	Compliance Type	Compliance Site	Inspection Results	Notes
<input checked="" type="checkbox"/>		06	Not Complied		Terminating Action			
<input checked="" type="checkbox"/>		06	Not Complied		Terminating Action			
<input checked="" type="checkbox"/>		06	Complied	2017-04-14	Terminating Action		Complied...	
<input checked="" type="checkbox"/>		06	Not Complied		Terminating Action			
<input checked="" type="checkbox"/>		06	Not Complied		Terminating Action			
<input checked="" type="checkbox"/>		06	Not Complied		Terminating Action			
<input checked="" type="checkbox"/>		06	Not Complied		Terminating Action			
<input checked="" type="checkbox"/>		06	Not Complied		Terminating Action			
<input checked="" type="checkbox"/>		06	Not Complied		Terminating Action			

Engine Profile FAQs

- Where is the Critical Item Service Bulletin compliance tracking tool?
- How to get the compliance status for my fleet?
- How to look up the compliance status of an engine?
- How to find the data I entered for the previous revisions of a Service Bulletin?
- How do I update the Critical Item Compliance status for my fleet?

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Aircraft utilization data (hours/cycles)



You can submit aircraft utilization through the “Ask CFM” feature. Engine times and cycles are the foundation for any technical assessment, diagnostics, and spare parts forecasting. They also enable CFM to provide proactive support and rapid resolution.

Follow this step by step process:

1. Go to the myCFMportal.com
2. Click on “Ask CFM” on the right side of the portal
3. Click on “Engines”
4. Select “Commercial” → “Other” → “Other”
5. Complete form and add all of the required information
6. Attach spreadsheet with utilization data
7. Click “Submit”

Information on what data to submit via “Ask CFM” feature is available in myCFMportal FAQs

CFM requests the data be reported at the beginning of each month

The image shows two screenshots of the 'Ask CFM' portal. The top screenshot shows the main menu with three options: 'Engines' (selected), 'Airframe Systems', and 'Site Support'. The bottom screenshot shows a detailed form for a request. The 'Basic' tab is selected, and the 'Inquiry Subject/Title' field contains the value 'Commercial|Other|Other'. The form includes fields for Customer First Name (Erica), Customer Last Name (Suding), Contact Phone, Customer Account (geae), CC, Time Zone, Case Number of Related Inquiry, Customer Reference Number, and various dropdowns for Contact Email Address, End User / Operator, Priority, and Reason for Request Date.

Significant Operational Events & Service Findings



You can submit significant events (IFSD, TOA, ATB, diversion) or service findings through the “Ask CFM” feature. Comprehensive knowledge of engine issues that cause significant operational events enables resource allocation to successfully manage product safety/reliability and mitigate similar future events.

Follow this step by step process:

1. Go to myCFMportal.com
 2. Click on "Ask CFM" on the right side of the portal
 3. Click on "Engines"
 4. Select "Commercial" → "Technical" → "Other"
 5. Complete form and add all of the required information
 6. Click "Submit"

Information on what data to submit via “Ask CFM” feature is available in myCFMportal FAQs

CFM requests significant events be reported within 24 hours of the event

The image shows a user interface for 'Ask CFM'. At the top, the text 'Ask CFM' is displayed in a blue, bold font. Below this, a question 'How can we help you?' is centered. Three service categories are listed in boxes: 'Engines' (represented by a propeller icon), 'Airframe Systems' (represented by three interlocking gears), and 'Site Support' (represented by a laptop icon). The 'Engines' box is highlighted with a blue border.

Ask CFM

Commercial|Technical|Other

Basic ?

Customer First Name <input type="text" value="Erica"/>	Customer Last Name <input type="text" value="Suding"/>	* Contact Email Address <input type="text" value="erica.suding@ge.com"/>
Contact Phone <input type="text"/>	Customer Account <input type="text" value="geae"/>	End User / Operator <input type="text" value="Select"/>
* Inquiry Subject/Title <input type="text"/>	CC <input type="text"/>	* Priority <input type="text" value="Select"/>
* Customer Request Date <input type="text"/> 	Time Zone <input type="text" value="Select"/>	Reason for Request Date <input type="text"/>
Case Number of Related Inquiry <input type="text"/>	Customer Reference Number <input type="text"/>	

Engine Change Submittal Tool



The engine change submittal tool gives you the ability to remove or install engines in your fleet. This enables Diagnostics to monitor and send CNRs on the correct engines to reduce operational events and allow you to use trends to understand the health of your engines

Follow this step by step process:

1. Go to myCFMportal.com
2. Go to the Links Widget → Under Fleet Management → Select Fleet Management - Diagnostics - Engine Change Submittal
3. Step by step instructions are available in the FAQs section of myCFMportal.com under Diagnostics – Engine Change Submittal (ECS)

CFM requests engine removals or installations to be reported within a week of the engine change

A screenshot of a web-based application titled 'Diagnostics - Engine Change Submittal'. The interface includes a 'Links' section with a search bar and a 'Filter links' button. Below this is a list of links: 'FleetManagement-Diagnostics-CNR', 'FleetManagement-Diagnostics-EngineChangeSubmittal' (which is highlighted with a blue border), 'FleetManagement-Diagnostics-FleetMonitor', and 'FleetManagement-Diagnostics-FlightCoupon-RLS'. The main content area has a blue header 'Diagnostics - Engine Change Submittal'. It features a search bar with dropdowns for 'Operator', 'Engine Type', 'Engine Status', 'ESN', and 'Submittal Status', and a 'Search' button. Below the search bar is a table titled 'Available Engines' with columns: 'Select', 'Operator', 'ESN', 'Engine Type', 'N1 Prod', 'TCC Timer', 'Effective Date', 'Aircraft ID', 'Position', 'Installation Date', 'Removal Status', 'Install Status', and 'Modify Status'. The table lists multiple entries for 'CFM56-' engines, all marked as 'Active'. At the bottom of the table are buttons for 'Remove Engine', 'Modify Engine', and 'Submit Inquiry', and a link to 'Download Results as: Excel'. A footer at the bottom of the page shows 'Viewing 1 - 10 of' and 'Next Results Per Page: 10'.

Asset Owner/Operator Transfers

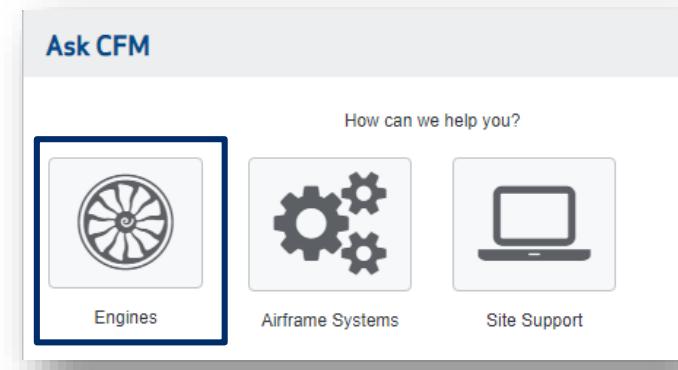


You can record a transfer, addition or integration (new customer/fleet) of an aircraft to your fleet for purposes of diagnostics monitoring and asset tracking. This enables Diagnostics to monitor and send CNRs on the correct engines to reduce operational events and allow you to use trends to understand the health of your engines

Follow this step by step process:

1. Go to myCFMportal.com
2. Click on "Ask CFM" on the right side of the portal
3. Click on "Engines"
4. Select "Commercial" → "Diagnostics" → "Aircraft Transfer/Removal" or "New Aircraft" or "New Integration"
5. Complete form and add all of the required information
6. Click "Submit"

CFM requests transfers/additions/new integrations to be reported within a week



Aircraft Transfer/removal example:

A screenshot of the 'Ask CFM' form for 'Aircraft Transfer/Removal'. The title bar says 'Commercial|Diagnostics|Aircraft Transfer / Removal'. The 'Basic' tab is selected. The form fields include:

- Customer First Name: Erica
- Customer Last Name: Suding
- Contact Email Address: erica.suding@ge.com
- Contact Phone
- Customer Account: geae
- End User / Operator: Select
- * Inquiry Subject/Title
- CC
- * Priority: Select
- * Customer Request Date
- Time Zone: Select
- Reason for Request Date
- Case Number of Related Inquiry
- Customer Reference Number