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

FAQs

Tab 1

Engine Profile

Engine Level ▾ | Fleet Level Compliance

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 Profile

Fleet Level Compliance ▾

Model	SB Number	Rev #	Title	Compliance 36%
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		

Engine Profile

Fleet Level Compliance ▾

CFM56-7B-72-0564
CFM56-7B-72-0821
CFM56-7B-72-0879
CFM56-7B-72-1042

100%

CFM56-7B-72-

Fleet Compliance Summary

All status ▾ | Search ESNs

Action	ESN	Rev #	Status	Compliance Date	Compliance Type	Compliance Site	Inspection Results	Notes
✎		06	Not Complied		Terminating Action			
✎		06	Not Complied		Terminating Action			
		06	Complied	2017-04-14	Terminating Action		Complied ...	
✎		06	Not Complied		Terminating Action			
✎		06	Not Complied		Terminating Action			
✎		06	Not Complied		Terminating Action			
✎		06	Not Complied		Terminating Action			
✎		06	Not Complied		Terminating Action			
✎		06	Not Complied		Terminating Action			
✎		06	Not Complied		Terminating Action			
✎		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?
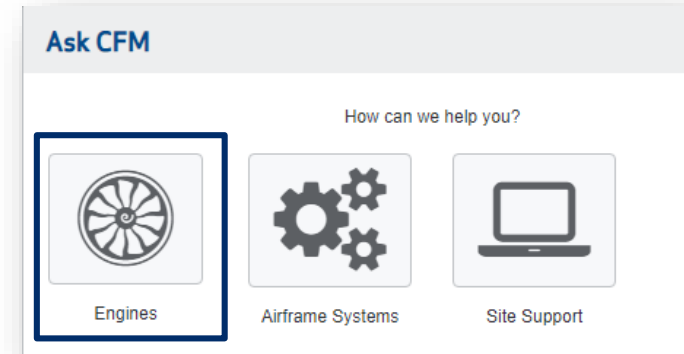
Aircraft utilization data (hours/cycles)

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

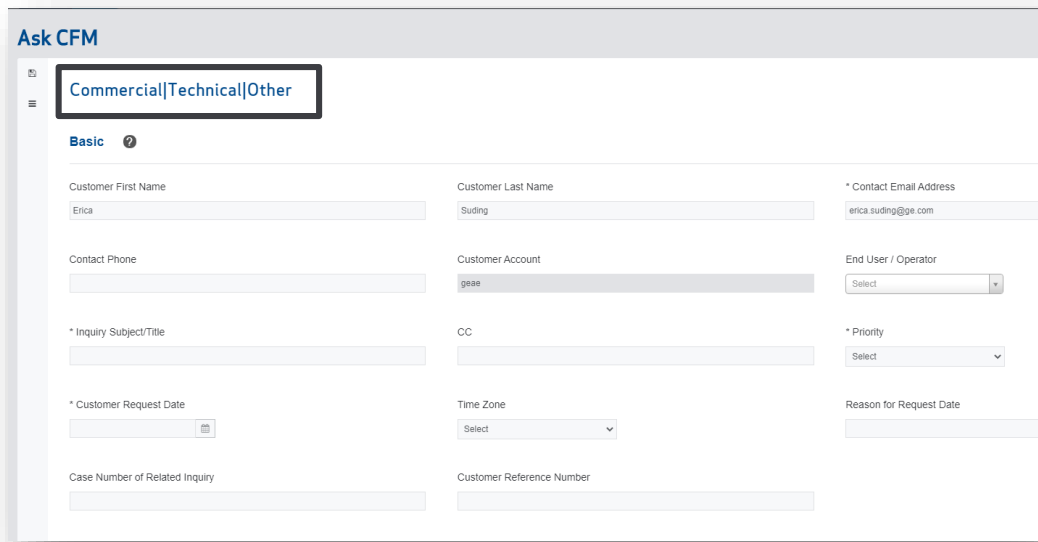# Significant Operational Events & Service Findings

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
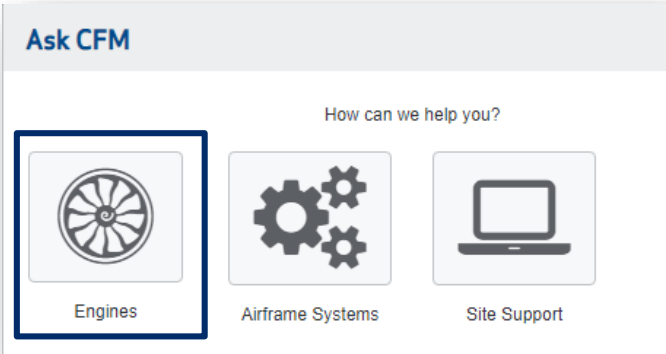
Engine Change Submittal Tool

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

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
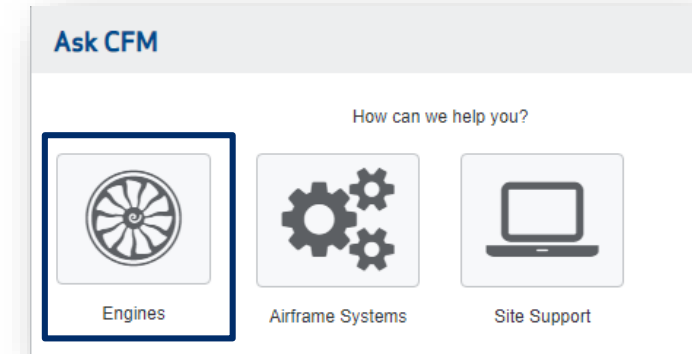
Aircraft Transfer/removal example: