

Overview – Diagnostics Management



CFM offers Diagnostics services as part of your contractual agreement to ensure best-in-class fleet reliability and stability

Customer Notification Reports (CNR) are the primary output of this process. CNRs are recommended actions based on analytical trends from your engines.

Continuous flow of diagnostics data from your engines into the Diagnostics system is key to effective monitoring of your fleet

Key digital tools to enable customer success:

[myCFM Portal](#) ... CNR Widget

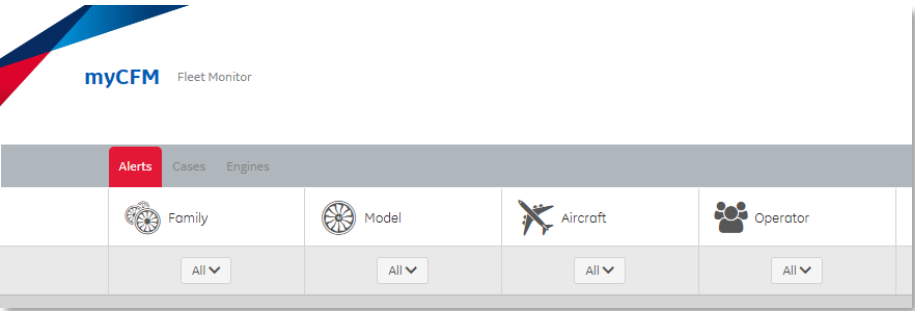
[Fleet Monitor](#) (available in myCFM Portal ... Links Widget)

CNR

Open ▼ 🔍 ⚙️

CNR Number	A/C ID	Priority	Probable Root Cause
20200506005		Normal	Contaminated Fuel Filter
20200506006		Normal	Contaminated Fuel Filter
20200506007		Normal	Contaminated Fuel Filter
20200506008		Urgent	Contaminated Fuel Filter
20200508004		Normal	Contaminated Fuel Filter
20200510003		Normal	Contaminated Fuel Filter

CNR Widget



Fleet Monitor

Diagnostics Integration

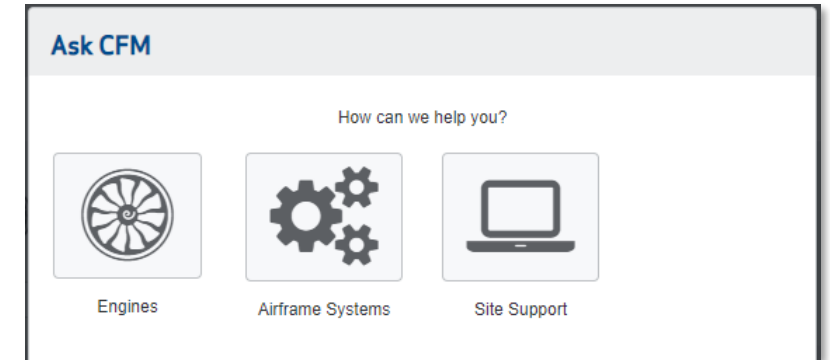


Integration of your engines into the Diagnostics system is the first step in your journey towards a more reliable fleet.

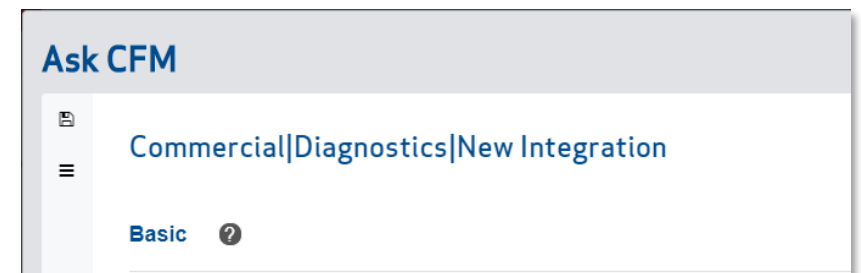
Integration is typically completed as part of initial entry into service, but can also be done as new assets enter your operational fleet.

Follow the simple, step-by-step process:

1. Go to [myCFM Portal](#)
2. Click on “askCFM” in the right hand navigation
3. Click on “Engines”
4. Select “Commercial” → “Diagnostics” → “New Integration”
5. Attach [this form](#) and add all of the required information
6. Click “Submit”



askCFM Widget



New Integration Form

CNR Receipt & Information



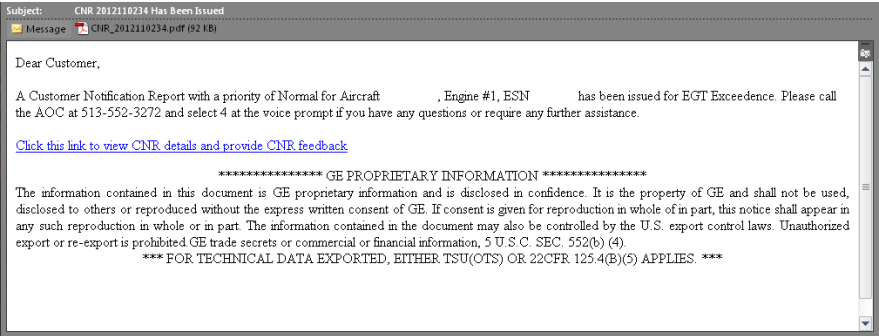
CNRs are sent to the distribution of email addresses supplied during the integration process, but can be accessed at any time via the CNR Widget in the myCFM Portal.

Understanding the information in a CNR is paramount to ensuring the appropriate mitigation actions are taken.

A CNR is CFM’s recommendation for a maintenance action to be taken based on industry leading analytics.

CNRs have 3 distinct levels of priority:

- Normal ... recommended action within 30 days of receipt
- Urgent ... recommended action as specified in CNR
- Critical ... recommended action prior to next revenue flight



New CNR Email

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CNR Widget - Open CNRs

Closing a CNR & Providing Feedback

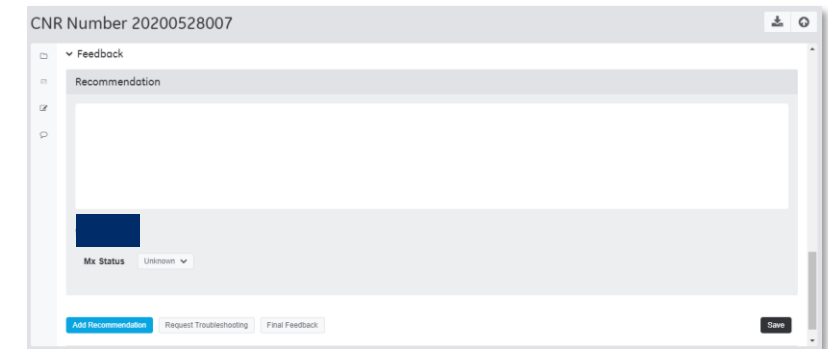
To ensure CFM can continue to provide the best Diagnostics services to your business we need feedback on the effectiveness of the CNRs we send.

The simplest way to provide feedback and indicate that the recommended action in the CNR has been taken is by utilizing the CNR Widget:

1. Navigate to the [myCFM Portal](#)
2. Add the CNR Widget to the Portal screen (if not yet done)
3. Click on the open CNR # which you would like to provide feedback
4. Scroll down and open the section marked “Feedback”
5. The “Mx Status” drop-down should be updated in indicate “Completed” or “Planned”
6. The “Final Feedback” should be used to provide final closure of the CNR



Add a new widget



CNR Widget – Feedback section

Updating CNR Distribution List

Having an up to date distribution ensures that the recommendations in each CNR are communicated to the right individuals/teams at your airline who are able to take the appropriate action.

Updates to your airline's CNR distribution list can be made by via an Inquiry:

1. Navigate to the [myCFM Portal](#)
2. Click on "askCFM" in the right hand navigation
3. Click "Engines"
4. Select "Commercial" → "Diagnostics" → "Contact / Distribution List Change"
5. Document all of the necessary updates in the "Description" section
6. An attachment with changes can also be provided
7. Click "Submit"