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# SERVICE INFORMATION LETTER

SIL # 170508-11-6557-7WD

**SUBJECT:** It has been determined that some Wencor PMA PN 11-6557-7( )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   |
|          |                    |              |

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### 1. Planning

#### a. Effectivity

| Wencor P/N   | NHA P/N                  | NHA Description                                 | ATA  | Engine or Aircraft Application   |
|--|--------------------------|---|--|--|
| 11-6557-7 ( )WD<br>Where ( ) represents color code | 10-1581-xx<br>10-1671-xx | Bezel Assembly<br>In the Passenger Service Unit | 33-20-65<br>33-23-00<br>33-23-52<br>33-23-01<br>33-20-74<br>33-22-01 | Boeing<br>(737-700 Series, 737-800 Series, 737-600 Series, 737-900 Series, 737-900ER Series, 747-400 Series, 757-200 Series, 757-300 Series) |

#### b. Reason:

One customer has reported that the Lens on Wencor PMA PN 11-6557-7( )WD Bezels have separated from the assembly during the installation on the aircraft. After investigating it has been determined that some PMA PN 11-6557-7( )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 and was detected during installation. There have been no reports of this defect occurring after installation

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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 Boeing aircraft.

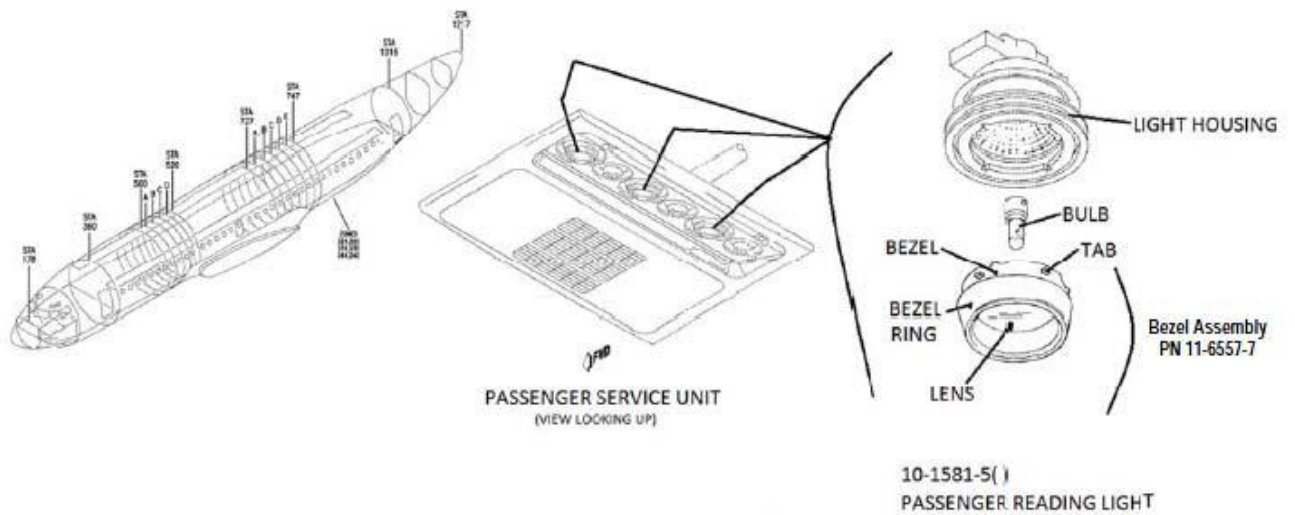


Figure 2. Typical Installation of PMA PN 11-6557-7( )WD Bezel Assembly

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### 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 11-6557-7( )WD Bezel Assemblies that are currently in service may remain in service at the discretion of the operator.

Any Wencor PN 11-6557-7( )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 11-6557-7( )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).