

Dornier 328
Customer Support
Information



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Subject: CSI - New Format to publish important Information

Effectivity

Dornier 328-100 and 328-300
EASA TCDS A. 096
Serial No's: All Aircraft

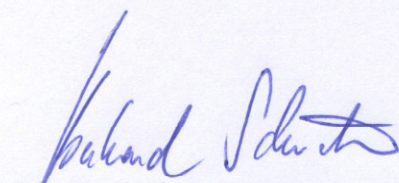
General

328 Support Services GmbH would like to announce that, with immediate effect, all important information will be published in a Customer Support Information format, abbreviated CSI. This message is an example of the new format and the first CSI submitted.

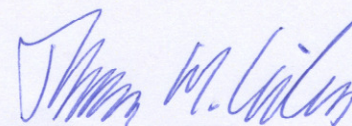
This new name has been chosen to emphasise that the information originates from Customer Support and is dedicated to operators of the Dornier 328 product, suppliers and partners of 328 Support Services GmbH. A CSI is typically containing general information, e.g. about modification campaigns, project status and perspectives. Any detailed technical information e.g. certification and approval related matters are continued to be officially published by In-Service Technical Information, i.e. AOT, ASB, SB, EO, SI and FOI.

A CSI can be released as a document applicable to a model (Dornier 328-100 or -300) or fleet wide to both models.

Any comments are welcome and should be directed to the Global Support Centre.



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Head of Customer Support



Thomas M. Eilers
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Model 328-100 / 328-300

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