



CSI-328all-2020-01

Title: COVID-19

Effectivity

Dornier 328-100 / -300

Type Certificate Data Sheets EASA.A.096 / FAA A45NM & A55NM

Serial No.: All Aircraft

Dear valued customers, partners and suppliers

In light of the COVID-19 pandemic, our thoughts are with those directly affected and we strongly hope that you all stay healthy and safe.

As the health, safety and well-being of our customers, suppliers partners and employees are our first priority, we continuously monitor and adjust our business to the directions and regulations of the governments as well as competent authorities.

Our Service Information Letters SI-328-21-167 & SI-328J-21-112 “Corona Virus - Cleaning Recommendations and Cabin Air Supply”, which are based upon EASA’s recent Safety Information Bulletin on COVID-19, have just been distributed to the Dornier 328 community.

In order to reduce the risks for infection, recommended measures have also been established within 328SSG and business travel as well as visitor access to our company are suspended.

Nevertheless, we are focused on continuously supporting your businesses and operations. Currently, our Customer Services and Supply Chain, as well as our MRO and Design Engineering remain in operation and we are available through the established communication channels.

We kindly ask for your understanding, in case you might experience minor delays in processing your inquiries, as much of our workforce are now working from home.

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If you have any further questions, we kindly ask you to contact our Global Support Center.

Global Support Centre Contacts

Tel: +49 8153 88111 6666

Fax: +49 8153 88111 6565

Opening Hours on working days

Monday to Friday

6.00 a.m. to 6.00 p.m.

(local time Oberpfaffenhofen, Germany)

In case you need to stop operating your aircraft, we highly recommend to follow the instructions for aircraft storage given in our Aircraft Maintenance Manual. Please refer to Chapter 10-12-00.

In the meantime, we hope that you, your families and friends stay safe and healthy.

Yours sincerely

Dave Jackson
Managing Director

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