

## Technical Publications Web Site Online Service Information (OSI) User's Guide

This User's Guide provides detailed instructions on how to access and use the Online Service Information (OSI) Library. The OSI includes service bulletins, safety communiqués, model communiqués and customer service letters for Beechcraft and Hawker commercial models. There are two subscriptions available – OSI-B provides all Beechcraft service information and OSI-H includes all Hawker aircraft. The documents are stored online in pdf format. Access to the last 90 days of information is available at no charge.

The Technical Publications website is located at <http://pubs.hawkerbeechcraft.com>. The Technical Publications site can also be accessed by going to the Hawker Beechcraft home page (<http://www.hawkerbeechcraft.com>), click on Global Customer Support, Technical Publications, then the submenu Overview). To view technical data (including Online Service Information) users need to create an account. For more information on registering on the site, refer to the Registration User's Guide.

The OSI library can be accessed by clicking on the link in My Tools or by clicking on the OSI Library link on the Tech Pubs home page.

*After logging in, click here to go to My Tools*

The screenshot shows the Hawker Beechcraft website interface. At the top, there is a navigation bar with the logo and several menu items: FLY SMART HAWKER, SUCCESS DEFINED BEECHCRAFT, CUSTOM CAPABILITIES MILITARY + SPECIAL MISSION, HAWKER BEECHCRAFT PRE-OWNED, GLOBAL CUSTOMER SUPPORT, and PURCHASE PARTS. Below this is a 'Username's Page' section with tabs for 'My Tools', 'HBC Parts', 'Global Service & Support', 'Supply Chain', 'Misc.', and 'User Profile'. A red arrow points to the 'My Tools' tab, which contains a list of links: 'Technical Publications', 'Online Service Information', and 'My Pubs Account'. Below this list are checkboxes for 'Publication Subscriptions' and 'Service Information E-mail Notifications', and an 'Update' button. To the right, a red box highlights the 'Global Customer Support' page, which features a search bar with dropdown menus for 'Select Product Type...', 'Select Model...', and 'Select Manual Type...', followed by an 'Enter Part Number...' field and a 'Search' button. Below the search bar is a list of links: 'Recently Mailed Pubs', 'IML Online Manuals', 'Online Service Information (OSI)', 'IML Software Support', 'IML Current CD Status', 'Model Serialization List', 'Binders', 'Flight Manual Supplement Packs', and 'What's New'. A red arrow points to the 'Online Service Information (OSI)' link in this list.

## Menu Bar



- **Beechcraft**  
Click to switch the current Model Line to Beechcraft (note: see preferences to set the default).
- **Hawker**  
Click to switch the current Model Line to Hawker.
- **Preferences**  
This tab allows you to manage your saved searches, set a default Beechcraft or Hawker brand and change/set-up the e-mail notification service.

### OSI Preferences

Manage Saved Searches

Model Group	Title	Delete
Beechcraft	B300 Ldg Gear	<input type="checkbox"/>

[Update Searches](#)

Default Model Group

Select: **Beechcraft** (The model group you would like to be displayed when you first open OSI)

Service Information E-mail Notification

Hawker Beechcraft Service Information E-mail Notification is a free service that provides email notification of Service Information mailings (Service Bulletins (SB's), Safety Communiqués (SC's) and Model Communiqués (MC's)). Service Information will be available for free in the Online Service Information (OSI) library for 90 days. A subscription to OSI will be required to view Service Information that is older than 90 days.

Available Models	Models You Are Subscribed To
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>	<ul style="list-style-type: none"><li>100 - B100 King Air (BE-Series)</li><li>100, A100 King Air (B-Series)</li><li>125 -1 Series</li><li>125 -2 Series</li><li>125 -3 Series</li><li>125 -401 Series</li><li>125 -403 Series</li><li>125-3 Series (F3)</li><li>125-400 Series</li><li>125-400 Series (F400B)</li><li>125-403 Series (F403B)</li><li>125-600 Series</li><li>125-600 Series (F600)</li></ul>

[Subscribe >](#)  
[Subscribe All >>](#)  
[< Unsubscribe](#)  
[<< Unsubscribe All](#)

**Manage Saved Searches** - To save a search, enter the search criteria on the main OSI screen and click on **Search**. Click on **Save this Search?** NOTE: this feature applies only to subscribers. See more information on searches in the Building a Search section.

**Search Criteria**

-- Load A Previously Saved Search --

**Model:**  
B300 (350) King Air (FL-Serials)

**Serial Number:**  **Compliance:**

**AD Number:**  **Pub Number:**

**ATA Chapter:**  
32 - Landing Gear

**Title Description:**

**Publication Type:**  
SB  SI  MC  SC  CSL

*Example, this search will pull all commercially released service information applicable to the King Air B300 landing gear.*

**Hawker Beechcraft** **OSI**

Beechcraft Hawker Preferences FAA Indexes Help Last Updated: 8 Oct 2008

**Search Criteria** **Search Results**

-- Load A Previously Saved Search --

**Model:**  
B300 (350) King Air (FL-Serials)

**Serial Number:**  **Compliance:**

**AD Number:**  **Pub Number:**

**ATA Chapter:**  
32 - Landing Gear

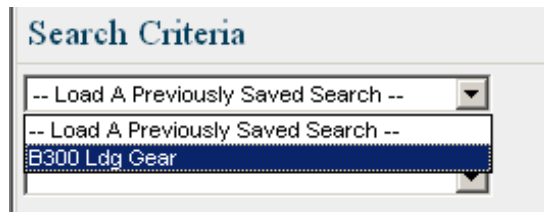
**Title Description:**

**Publication Type:**  
SB  SI  MC  SC  CSL

Viewing: [Records 1 - 42] of 42 Current View: All Records

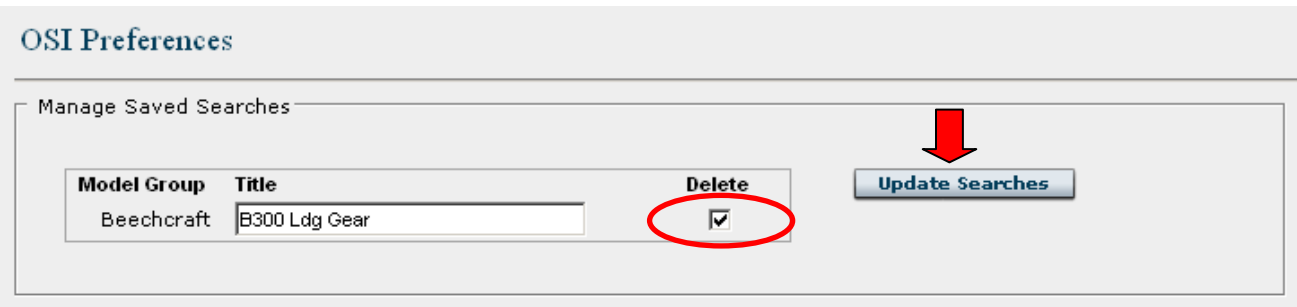
Pub No.	Rev No.	AD No.	Chapter	Date	Compliance Class	Title Description
<a href="#">MC KA-2008-02</a>	-		<a href="#">View</a>	Jul 2008		King Air Series Model Communiqué
<a href="#">SB 32-3881</a>	-		32	May 2008	Mandatory	Landing Gear - Inspection / Replacement of Nose Landing Gear (NLG) Forks
<a href="#">MC KA-2008-01</a>	-		<a href="#">View</a>	Jan 2008		King Air Series Model Communiqué
<a href="#">MC KA-2007-02</a>	-		<a href="#">View</a>	Oct 2007		King Air Series Model Communiqué 2007-02
<a href="#">MC KA-2006-02</a>	-		<a href="#">View</a>	Dec 2006		King Air Series Model Communiqué
<a href="#">MC KA-2006-01</a>	-		<a href="#">View</a>	Mar 2006		King Air Series Model Communiqué
<a href="#">MC KA-2005-02</a>	-		<a href="#">View</a>	May 2005		King Air Series Model Communiqué
<a href="#">SB 32-3862</a>	-		32	Jun 2004	Recommended	LANDING GEAR - MAIN LANDING GEAR (MLG) PISTON ASSEMBLY REPLACEMENT
<a href="#">MC KA-2003-02</a>	-		<a href="#">View</a>	Jul 2003		King Air Series Model Communiqué
<a href="#">MC KA-2003-01</a>	-		<a href="#">View</a>	Mar 2003		King Air Series Model Communiqué

**Loading Saved Searches** - To load the saved search, click on the "-- Load A Previously Saved Search -" drop-down and select the desired search.

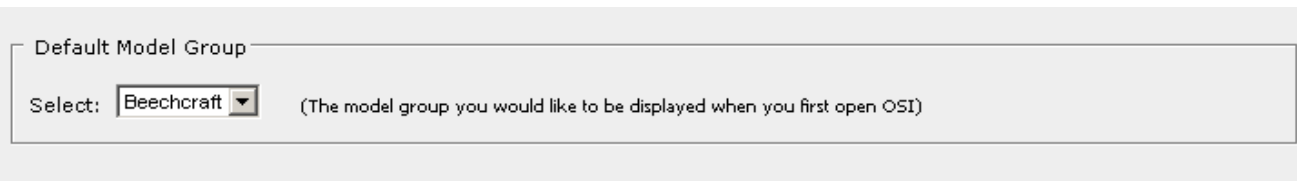


**Preferences** (continued)

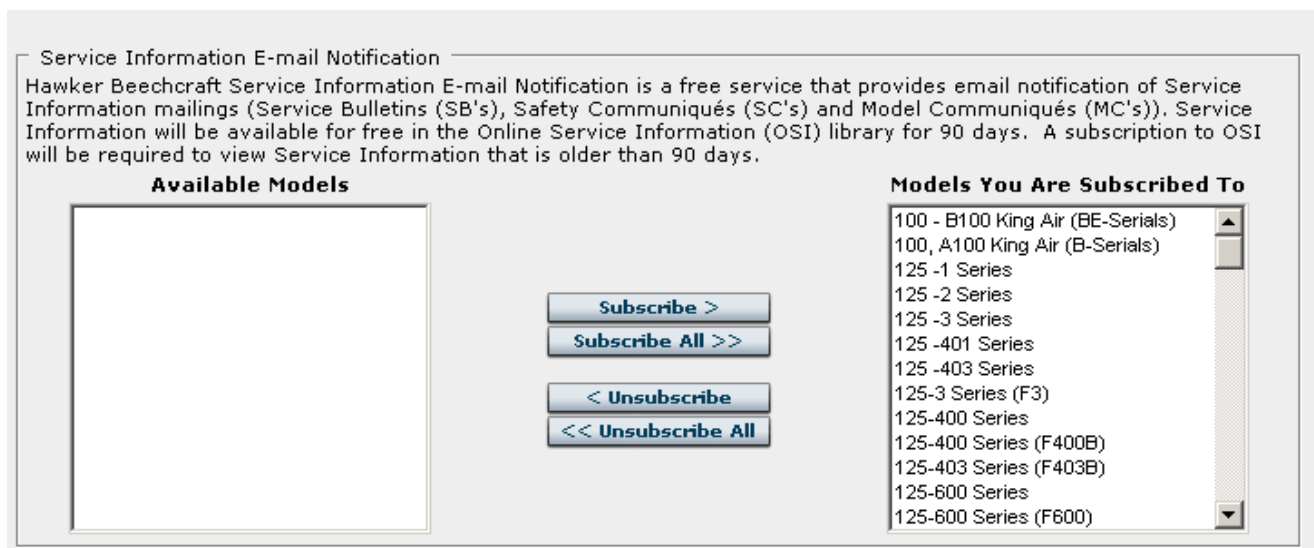
Saved searches can be removed on the Preferences page. Click on **Update Searches** after making changes.



Select either Beechcraft or Hawker as the default model group. Note: a subscription is required for both model groups.



Automatic e-mail notification preferences can be changed on this screen as well.



- **FAA**

Contains a drop-down of FAA website links.



- **Indexes**

Contains a drop-down of service information indexes in pdf format.



- **Help**

Click to open this online Help document.



## Subscription Features

- Access to the entire applicable library (not just the last 90 days)
- PDF spreadsheet reports and text downloads
- Saving searches
- Custom views

## System Requirements

Microsoft Internet Explorer 5.5 or higher. Adobe Acrobat 4 or higher.

## Building a Search

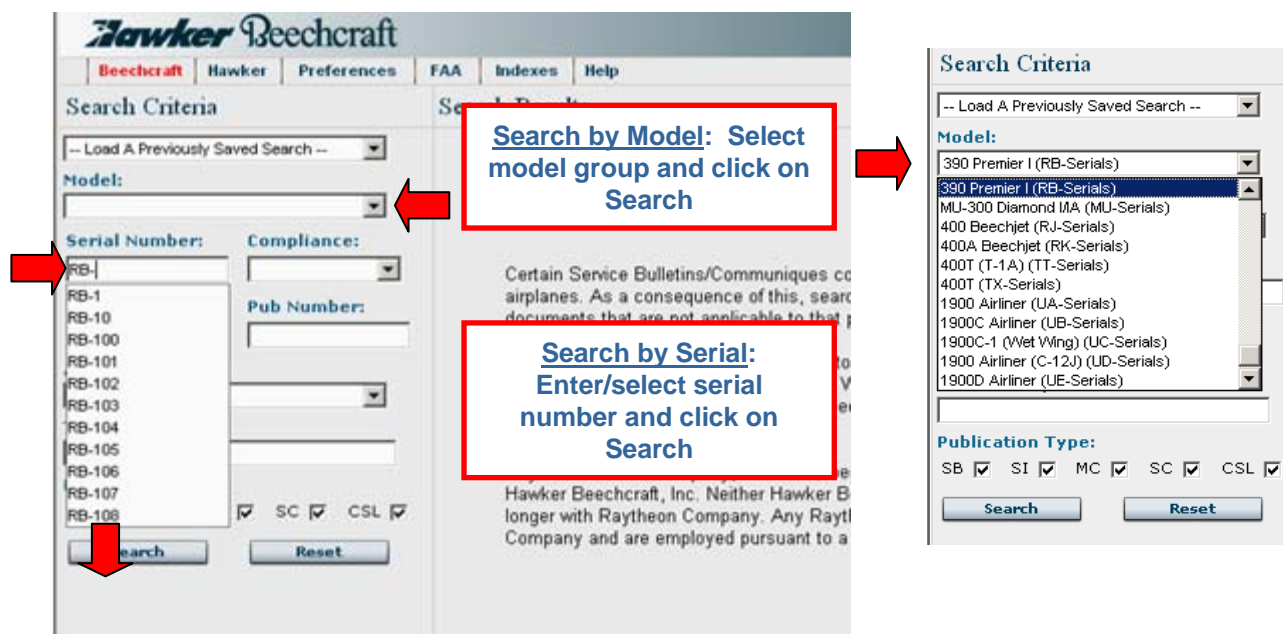
To search by serial number, enter the serial number or just the prefix in the serial number field. A list of suggestions will appear as soon as text is typed in the Serial field. To search by model, select from the drop-down menu and click on Search. Specify what type of publication (service bulletin, service instruction, model communiqué, safety communiqué, customer service letter) by checking the appropriate boxes.

You can search by any of the fields in the Search Criteria pane. The search will treat all text fields as “anywhere”. For example, specifying “600” in the Pub Number field will result in:

25-0600  
32-1600  
11-6005

When you have specified your desired search criteria, click **Search**. You may further customize your search by specifying additional search criteria, then click **Search** again.

Click **Reset** to remove all search criteria and results currently displayed.



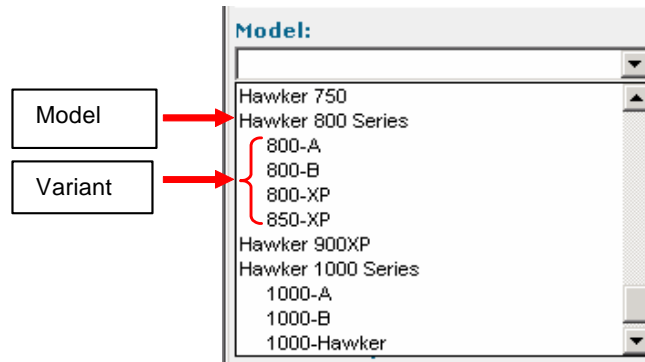
The following fields are available to build a search. You can use these in any combination to obtain the desired result.

### Model

The Aircraft Model designation associated with the Service Bulletin. This pull-down list contains the model name and its associated serial prefix.

### Variants (Hawker Only)

Variants are shown in the Model pull-down list. Each variant will be indented and shown under its associated model.



### AD Number (Beechcraft Only)

The Airworthiness Directive Number associated with a publication. Not all publications have an associated Airworthiness Directive.

Note: The actual AD is not included in this library.

### Mod Number (Hawker Only)

The Modification Number associated with a Service Bulletin. Not all Service Bulletins have an associated Modification Number.

Note: The actual Mod is not included in this library.

### Pub Number

The Publication Number (SB#, SC#, MC#, CSL#) associated with a publication.

### Compliance Class

The publication's compliance requirement (i.e., Optional, Mandatory, etc.)

### ATA Chapter

The ATA chapter designation associated with the publication.

Note: For Model Communiqués, multiple chapters may have been assigned to the publication. In these cases, the link "View" will appear on the results. Click "View" to see a pop-up of chapters and their titles.

### Title Description

The Title of the publication. Enter the title or partial title. For example, if you wish to find all publications with the word "wing" in the title, enter "wing" in the Title Description box.

### Publication Type Filter Check Boxes

All are checked by default. By un-checking a type, that type will be omitted from the search results. At least one type must be checked.

- SB – Service Bulletin
- SI – Service Instruction
- MC – Model Communiqué
- SC – Safety Communiqué
- CSL – Customer Service Letter

## Custom View (subscription required)

Users can change the current view of the results displayed (located above the results on the right-hand side). They can select:

- 10 Records/Page
- 50 Records/Page
- 100 Records/Page
- View All
- Last 90 Days

Note: Non-subscribers are allowed the 'Last 90 Days' option only.

The screenshot shows the Hawker Beechcraft search interface. On the left, search criteria are set for 'B300 Ldg Gear'. The main search results table displays a list of records. A dropdown menu for 'Current View' is open, showing options: 10 Records/Page, 50 Records/Page, 100 Records/Page, All Records, and Last 90 Days. The 'All Records' option is currently selected.

Pub No.	Rev No.	AD No.	Chapter	Date	Compliance Class	Title Description
<a href="#">MC KA-2008-02</a>	-		<a href="#">View</a>	Jul 2008		King Air Series Model Comm
<a href="#">SB 32-3881</a>	-		32	May 2008	Mandatory	Landing Gear - Inspection / Replacement of Nose Landing Gear (NLG) Forks
<a href="#">MC KA-2008-01</a>	-		<a href="#">View</a>	Jan 2008		King Air Series Model Communique
<a href="#">MC KA-2007-02</a>	-		<a href="#">View</a>	Oct 2007		King Air Series Model Communiqué 2007-02
<a href="#">MC KA-2006-02</a>	-		<a href="#">View</a>	Dec 2006		King Air Series Model Communique
<a href="#">MC KA-2006-01</a>	-		<a href="#">View</a>	Mar 2006		King Air Series Model Communique
<a href="#">MC KA-2005-02</a>	-		<a href="#">View</a>	May 2005		King Air Series Model Communique
<a href="#">SB 32-3662</a>	-		32	Jun 2004	Recommended	LANDING GEAR - MAIN LANDING GEAR (MLG) PISTON ASSEMBLY REPLACEMENT
<a href="#">MC KA-2003-02</a>	-		<a href="#">View</a>	Jul 2003		King Air Series Model Communique
<a href="#">MC KA-2003-01</a>	-		<a href="#">View</a>	Mar 2003		King Air Series Model Communique

Selecting records by page will show total pages in the search results and the user navigates through the results by clicking on the [<<First](#), [<Prev](#), [Next](#) and [Last>>](#) links. Selecting **All Records** shows the results on one screen.

The screenshot shows the search results page with 'All Records' selected in the 'Current View' dropdown. The table displays a list of records. A red circle highlights the 'All Records' option. A red arrow points to the scroll bar on the right side of the table. A blue box at the bottom contains the text 'Use the scroll bar to see all records'.

Pub No.	Rev No.	AD No.	Chapter	Date	Compliance Class	Title Description
<a href="#">MC PR-018</a>	-		29	May 2007		ATA 29 - Hydraulic Power - Replacement of Left and Right Hand Hydraulic
<a href="#">SB 00-2001</a>	6	00-00		May 2007	Optional	General - Hawker Beechcraft Publications – What Is Available and How to Obtain It
<a href="#">SB 29-3800</a>	-		29	May 2007	Mandatory	Hydraulic Power - Replacement of Left and Right Hand Hydraulic Pump
<a href="#">SB 29-3812</a>	-		29	May 2007	Optional	Hydraulic Power - Hydraulic System Overboard Vent Plumbing Kit Installation
<a href="#">SB 27-3787</a>	-		27	May 2007	Mandatory	Flight Controls - Replacement/Modification of Stall Warning System AOA Transmitter
<a href="#">SB 57-3824</a>	-		57	May 2007	Recommended	Wings - Inspection/Replacement of Fixed Flap Track Blind Bolt Fasteners
<a href="#">SB 32-3809</a>	-		32	Mar 2007	Optional	Landing Gear – Brake Control System Improvement
<a href="#">SC 279</a>	-		52	Mar 2007		

Non-subscribers see the last 90 days only and do not have the Custom View, Save Search or PDF/Spreadsheet report options. (In the example below, there are 24 documents on Premier ATA 32 Landing Gear but only 4 are within the last 90 days and available to the non-subscriber). To subscribe to the OSI libraries, contact TMDC at 1.800.796.2665 or 316.676.8238, or order online.

**Hawker Beechcraft** OSI  
 Last Updated: 8 Oct 2008

Search Criteria: Model: 390 Premier I (RB-Serials), Serial Number: [blank], Compliance: [blank], AD Number: [blank], Pub Number: [blank], ATA Chapter: 32 - Landing Gear, Title Description: [blank], Publication Type: SB, SI, MC, SC, CSL (all checked).

Search Results: Viewing: [Records 1 - 4] of 24 (Subscription required to view more than last 90 days.) Current View: Last 90 Days

Pub No.	Rev No.	AD No.	Chapter	Date	Compliance Class	Title Description
<a href="#">SC 297</a>	-		32	Sep 2008		Left and Right Main Landing Gear Extension / Retraction Actuator Rod End Bearing Inspection
<a href="#">SB 32-3809</a>	1		32	Aug 2008	Optional	Landing Gear - Brake Control System Improvement
<a href="#">SB 32-3910</a>	-		32	Aug 2008	Recommended	Landing Gear - Hydraulic Brake Master Cylinder Replacement Without "R" Suffix Serial Numbers
<a href="#">SB 32-3865</a>	-		32	Aug 2008	Recommended	Landing Gear - Installation of Kit 390-5807-0001 (Master Cylinder Improvement)

## Search Results

The search results are presented in the order of most recently issued publication first. If you wish to have the results sorted in a different order, click on a column header. Clicking again on the same header will sort in the reverse order. For example, to sort according to Pub Number, click the header **Pub No.** The search results will be ascending. Clicking **Pub No.** again will sort the search results in descending order.

**Hawker Beechcraft** OSI  
 Last Updated: 8 Oct 2008

Search Criteria: Model: 400A Beechjet (RK-Serials), Serial Number: [blank], Compliance: Mandatory, AD Number: [blank], Pub Number: [blank], ATA Chapter: [blank], Title Description: [blank], Publication Type: SB, SI, MC, SC, CSL (all checked).

Search Results: Viewing: [Records 1 - 10] of 66 Current View: 10 Records/Page

Navigation: <<First <Prev Page 1 of 7 Next > Last >>

Pub No.	Rev No.	AD No.	Chapter	Date	Compliance Class	Title Description
<a href="#">SB 21-3238</a>	-		21-00	Jan 2000	Mandatory	Inspection/Installation of Bleed Air Rupture Insulation
<a href="#">SB 22-3003</a>	1		22-20	Oct 1998	Mandatory	Autoflight - Elevator, Spoiler and Rudder Servo Mount Inspection/Cleaning/Replacement
<a href="#">SB 22-3501</a>	-		22-00	May 2002	Mandatory	Autopilot - Servo Engage Clutch Teeth Lubrication.
<a href="#">SB 24-3010</a>	-		24-00	Sep 1997	Mandatory	Electrical Power - Addition of a Bus Bar Insulator In The Main Junction Box Assembly
<a href="#">SB 24-3151</a>	-		24-00	Dec 1997	Mandatory	Electrical Power - Battery Ground Terminal Inspection/Washer Installation
<a href="#">SB 24-3253</a>	-		24-00	Jan 1999	Mandatory	Electrical Power - Battery and External Power Ground Improvement
<a href="#">SB 2435</a>	-		39-30	Dec 1992	Mandatory	Electrical Panels, Parts and Instruments - Replacement of Current Sensors
<a href="#">SB 24-3713</a>	-		24	Nov 2005	Mandatory	Electrical Power - Generator Control Unit Installation)
<a href="#">SB 2445</a>	-		28-10	Jun 1992	Mandatory	Fuel - Inspection/Replacement of Aft Fuel Tank Vent Flame Arrestor Filter
<a href="#">SB 2446</a>	-		25-20	Sep 1993	Mandatory	Equipment/Furnishings - Inspection/Modification of Cabin Seat Frames

Navigation: <<First <Prev Page 1 of 7 Next > Last >>

## Reports (subscription required)

Reports from saved searches can be downloaded in a pdf report format or as a text file (.csv) which opens in most spreadsheets such as Microsoft Excel.

The screenshot shows the OSI interface with search criteria on the left and search results on the right. The search criteria include Model: B300 (350) King Air (FL-Series), ATA Chapter: 32 - Landing Gear, and Publication Type: SB, SI, MC, SC, CSL. The search results table shows 42 records, with the first few rows visible. Red arrows point to the PDF and Spreadsheet buttons at the top right of the results area.

Pub No.	Rev No.	AD No.	Chapter	Date	Compliance Class	Title Description
MC KA-2008-02	-		View	Jul 2008		King Air Series Model Communique
SB 32-3881	-	32		May 2008	Mandatory	Landing Gear - Inspection / Replacement of Nose Landing Gear (NLG) Forks
MC KA-2008-01	-		View	Jan 2008		King Air Series Model Communique
MC KA-2007-02	-		View	Oct 2007		King Air Series Model Communiqué 2007-02
MC KA-2006-02	-		View	Dec 2006		King Air Series Model Communique
MC KA-2006-01	-		View	Mar 2006		King Air Series Model Communique
MC KA-2005-02	-		View	May 2005		King Air Series Model Communique
SB 32-3662	-	32		Jun 2004	Recommended	LANDING GEAR - MAIN LANDING GEAR (MLG) PISTON ASSEMBLY REPLACEMENT
MC KA-2003-02	-		View	Jul 2003		King Air Series Model Communique
MC KA-2003-01	-		View	Mar 2003		King Air Series Model Communique

## PDF Report

By clicking PDF, a PDF document of the search results will appear. This may be printed or saved. Refer to Adobe Acrobat Help for additional features of pdf documents.

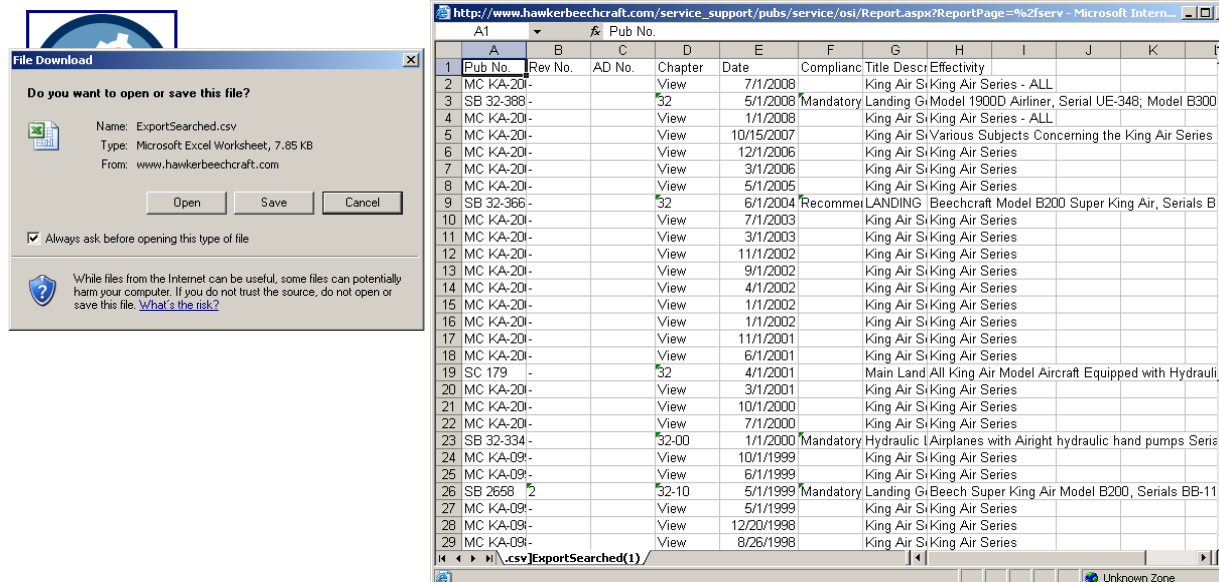
The PDF report shows the search criteria and a detailed table of results. The search criteria are: Model/Variant: B300 (350) King Air (FL-Series), ATA Chapter: 32 - Landing Gear, and 42 Records Found. The table of results is as follows:

Pub No.	Rev No.	AD No.	Chapter	Date	Compliance	Title Description
MC KA-2008-02	-		View	7/1/2008		King Air Series Model Communique
SB 32-3881	-	32		5/1/2008	Mandatory	Landing Gear - Inspection / Replacement of Nose Landing Gear (NLG) Forks
MC KA-2008-01	-		View	1/1/2008		King Air Series Model Communique
MC KA-2007-02	-		View	10/15/2007		King Air Series Model Communiqué 2007-02
MC KA-2006-02	-		View	12/1/2006		King Air Series Model Communique
MC KA-2006-01	-		View	3/1/2006		King Air Series Model Communique
MC KA-2005-02	-		View	5/1/2005		King Air Series Model Communique
SB 32-3662	-	32		6/1/2004	Recommended	LANDING GEAR - MAIN LANDING GEAR (MLG) PISTON ASSEMBLY REPLACEMENT
MC KA-2003-02	-		View	7/1/2003		King Air Series Model Communique
MC KA-2003-01	-		View	3/1/2003		King Air Series Model Communique
MC KA-2002-05	-		View	11/1/2002		King Air Series Model Communique
MC KA-2002-04	-		View	9/1/2002		King Air Series Model Communique

Printed on 10/13/2008 1:04:54 PM Page 1 of 3

## Spreadsheet Report

The format for this report is CSV (Comma Separated Values). The default application to open this format is MS Excel, if installed. This format can be used to import the results into any MS Office application for editing.



## FAQ's

What does this message indicate?



Non-subscribers to the Online Service Information Library may view the last 90 days of released service publications. Access to the entire library requires a subscription. The following describes what the counts indicate:

- Viewing [Records 1 – 4] of 24 – In the last 90 days from the current date, four publications have been posted. These four are viewable in the search results.
- Total Count: 24 – There are 24 publications that match the search criteria. Subscribers have access to all 24 publications.
- Current View: Last 90 Days – this selection is disabled for non-subscribers. Subscribers may select 10 Records/Page, 50 Records/Page, 100 Records/Page, All Records or the Last 90 Days.

## Getting Additional Help

Contact TMDC at 1.800.796.2665 or 316.676.8238 or e-mail [tmdc@hawkerbeechcraft.com](mailto:tmdc@hawkerbeechcraft.com).