



# SUSPECTED UNAPPROVED PARTS (SUP)

Date: 24.09.2024  
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Whom it may concern

Reference: HB-00000000012102

## Suspected Unapproved Parts Notification

The Swiss Federal Office for Civil Aviation (FOCA) has been informed of a suspected unapproved part SUP.

### Narrative:

Suspected sale of unserviceable parts as serviceable first to us and then to other customer. We placed an order for PN NP-187301-20 SN17331H2493 with Executive Jet Support (EJS). They had a unit at FCI Aerospace for repairs. FCI Aerospace sent the unit to EJS. EJS did an incoming inspection and noticed sealant damage and asked for our approval before shipping it to us. Our engineering advised that this damage is non-acceptable. EJS sent the unit back under warranty for repair. After a few weeks we asked when we will have an EDD on it and EJS responded with the following:

'We have encountered an issue with the seller of this windshield.

As you were aware, there was a problem with the sealant on the -20 when we received it in, so we sent it back to them for warranty repair/check.

The seller then kept trying to refund us and would not acknowledge any sealant damage. They then started to ignore our communications until eventually we got them on the phone last week where they admitted that they had sold the unit on to another customer.

We are understandably angry as this is very poor business practice. Not only that but they haven't refunded us any funds and there is most likely a damaged unit out there now!

The seller in question is FCI aerospace.

Description	Part Number (P/N)	Serial Number
Embraer 170/190 Main Windshield R/H	NP-187301-20	17331H2493

If any of these parts have been installed in an aircraft, they must be replaced immediately with airworthy parts. If any of these parts are discovered in stock, they are not to be used on aircraft before it has been ascertained that they conform to the aircraft type design.

Please report back to this office, to the following contact details if any action has been taken.

Bundesamt für Zivilluftfahrt (BAZL)  
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