

Safran Electronics & Defense
Avionics Division
2, Boulevard du Général Martial Valin – 75015 Paris - France

SERVICE INFORMATION LETTER

TITLE: Transfer of Cockpit Solutions (F0214), Actuation Solutions (F0358) and IDD (05617) aftermarket support activities from Safran Aerosystems Services (formerly Zodiac Services) to Safran Electronics & Defense

SUBJECT: Presentation of Safran Electronics & Defense Support network organization covering Cockpit Solutions, Actuation Solutions and IDD

AREA:

America

APPLICABILITY: ALL Users

1 REASON:

- Dedicated Capability List and Front Offices / Support organization (Annex 1 attached)
- Setting up of dedicated Sales Administration organization within Safran Electronics & Defense Support network (Annex 2 hereafter)
- Setting up a new Supplier Account with associated bank details and address (Annex 3 hereafter)
- Communicating new addresses for Support: Technical Support, Technical Publication, Customer Account Management, Contracting & Offers (Annex 4 hereafter)

2 EFFECTIVITY:

The effective date is from January 1st, 2022.

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3 DESCRIPTION:

The purpose of this SIL is to inform Customers about Safran Electronics & Defense Support network for Cockpit Solutions, Actuation Solutions and IDD and thus to provide the associated addresses and administration information.

3.1 QUALITY:

As regards any Claim/Quality Note (QN) to be sent to Safran Electronics & Defense, please notify your query through:

Connection directly to e-ticketing platform

<https://avionics-support.sagem.com/login>

and

Request Type: select **Quality**

3.2 EDI:**AEROXCHANGE, MRO TRACKER, AIR-SUPPLY, EXOSTAR, SPEC2000**

Starting January 1, 2022, a transition phase will be effective. A communication will be sent to provide update as we work through the transition to the concerned customers. In the meantime, for sending your purchase orders, please refer to the email address indicated within the Annex 2.

4 ANNEXES:

- Annex 1 - Capability List Matrix (CS & ACS only)
- Annex 2 - Front Office / Support Network Addresses Matrix
- Annex 3 - Bank Details
- Annex 4 - Customer Support Contacts

- **Annex 1 - Capability List Matrix**

See Annex attached

- **Annex 2 - Front Office / Support Network Addresses Matrix**
- **Related to Capability List Matrix**

Repair and Spare orders

Region	Cage code	Manufacturer denomination	Order/Invoice & Shipment Address	Front-office contact for repair and spare orders
AMERICA	003T0	SAFRAN Electronics & Defense Cockpit Solutions (F0214) & SAFRAN Electronics & Defense Actuation (F0358) & IDD (05617)	Safran Electronics & Defense, Avionics USA, LLC 2802 Safran Drive Grand Prairie, Texas 75052 - USA	SEDA cs.gpr.sed@safrangroup.com

- **Annex 3 – Bank Details**

PAPER CHECK:

To the order of: Safran Electronics & Defense, Avionics USA, LLC.
Remit to: Dept 3609
Carol Stream, IL 60132-3609

WIRE TRANSFER INTERNATIONAL:

Citibank Delaware
1 Penn's Way New Castle, Delaware 19720

SWIFT CODE: CITIUS33

ABA: 031100209

ACCOUNT #: 3887-8257

WIRE TRANSFER DOMESTIC:

ABA ROUTING #: 031100209

ACH DOMESTIC:

ACH ROUTING #: 031100209

Please email your remittance advice directly to our receivables email address:

receivables.sedau.sed@safrangroup.com

- **Annex 4 - Customer Support Contacts**

Technical Support

<https://avionics-support.sagem.com/login>

Customer Account Management

<https://avionics-support.sagem.com/login>

Contracting & Offers

<https://avionics-support.sagem.com/login>

Technical Publication

<https://csprod.zod.cloud.opentext.eu>

**AOG
Spare Parts**

cs.gpr.sed@safrangroup.com
(monitored during normal business hours)
1 (972) 314-3600 Option 2
(24/7 Support)
aog@oemservices.aero
+33 1 72 02 23 23