AMC 029 –SERVICE DIFFICULTY REPORTING

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CHAPTER 1 Introduction

The purpose of this AMC is to provide additional information and guidance to operators and Maintenance Organization on how to provide this Department and Type Certificate holders responsible for the aircraft type with the service difficulty experience of the aircraft.
This AMC applies mainly to aeroplanes over 5700 kg and helicopters above 2730 kg maximum certificated take-off mass. Nevertheless in service experience with aeroplanes and helicopters below above-mentioned maximum certificated take-off mass should also be reported.

JAR-OPS 1 for Aruba articles 1.085(a)(3), 3.085(a)(3) and/or AUA-RLW (A.B. 1995 no. 71, gewijzigd bij A.B. 2000 no. 58), articles 34, 35, 36 and 93 requires owners, operators, crew or maintenance organization to report in service difficulties.

CHAPTER 2 The required items to be reported

The required items to be reported must be known to all owners or operators and maintenance organization. The items in paragraph A and B must be reported at all times to the DCA of Aruba and TC holder.
The items in paragraph B can also be inserted in the respective operating manuals (MME and MOE) if applicable.

A. There are items that need to be reported to the DCA immediately by telephone, telex, e-mail, etc… The reporting information must be conducted as per chapter 3 and must be of an alert nature. These significant items to be reported at all times are:

1) Primary structure failure;
2) Control system failure;
3) Fire in the aircraft;
4) Engine structural failure; or
5) Any other condition considered an imminent hazard to safety;

B. Other items to be reported within a reasonable time are:

1) Fires during flight and whether the related fire-warning system functioned properly;
2) Fires during flight not protected by a related fire-warning system;
3) False fire warning during flight;
4) An engine exhaust system that causes damage during flight to the engine, adjacent structure, equipment, or components;
5) An aircraft component that causes accumulation or circulation of smoke, vapor, or toxic or noxious fumes in the crew compartment or passenger cabin during flight;
6) Engine shutdown during flight because of flameout;
7) Engine shutdown during flight when external damage to the engine or aircraft structure occurs;
8) Engine shutdown during flight due to foreign object ingestion or icing;
9) Shutdown during flight of more than one engine;
10) A propeller feathering system or ability of the system to control overspeed during flight;
11) A fuel or fuel-dumping system that affects fuel flow or causes hazardous leakage during flight;
12) A landing gear extension or retraction, or opening or closing of landing gear doors during flight;
13) Brake systems components that results in loss of brake actuating force when the aircraft is in motion on the ground;
14) Aircraft structure that requires major repair;
15) Cracks, permanent deformation, or corrosion of aircraft structure, if more than the maximum acceptable to the manufacturer or the DCA of Aruba;
16) Aircraft components or systems that result in taking emergency actions during flight (except action to shut down an engine);
17) Each interruption to a flight, unscheduled change of aircraft enroute, or unscheduled stop or diversion from a route, caused by unknown or suspected mechanical difficulties or malfunctions;
18) The number of engines removed prematurely because of malfunction, failure or defect, listed by make and model and the aircraft type in which it was installed; and
19) The number of propeller featherings in flight, listed by type of propeller and engine and aircraft on which it was installed;
20) Any other failure, malfunction or defect in an aircraft that occurs or is detected at any time, and that the same failure, malfunction or defect has endangered the safe operation of the aircraft;

21) Component or assembly failure whereby a passenger or crew has or could have suffered severe trauma with lost of life or possible lost of life as a consequence;

22) Any defects to parts delivered to a maintenance organization;

23) Any defects to parts during the manufacturing process of these at a maintenance organization;

CHAPTER 3 Notification Procedures

It is the responsibility of the owner, operator and/or maintenance organization to inform the DCA of Aruba and the organization responsible for the type design of the aircraft appropriately by using Form INS-4.105. The form contains the information as mentioned in this paragraph.

Content for INS-4.105:

1) Section A: DCA of Aruba use only;
2) Section B must be filled in by the DCA of Aruba, Owner, Operator or Maintenance Organization;
   Identify major equipment related to problem. Enter manufacturer, model, and serial number per Type certificate holder/Manufacturer type certificate data sheet and number. Industry official names are to be used and no market titles.
3) Section C describes the problem;
   a. Date: Enter the date of the problem (dd.mm.yyyy format):
   b. Text: Whenever possible, describe conditions subsequent to, or leading up to, the reported problem:
      1) Identify the cause for malfunction and emergency measures executed.
      2) Include compliance or noncompliance with Airworthiness Directives, Service Bulletin's, STC's and PMA's.
      3) Provide any significant fact you feel may help to reduce or eliminate recurrence (i.e., cycles, landings, and suggested changes).
   c. Part Name: Enter official part name refer to IPC and/or MM.
   d. MFG. Part Number: Enter official part number refer to IPC and/or MM.
   e. Part Condition: Enter the actual condition of the part, cracked, bent, burned, corroded, shorted, etc.
   f. Part/Defect Location: Enter location of the part;
   g. Part TT/TC: Enter Total Time/Cycle of the part.
   h. Part TSO/CSO: Enter Time Since Overhaul/Cycle Since Overhaul of the part, if applicable.
   i. Component/Assembly Name: Enter the official name of the affected assembly as per IPC and/or MM, if applicable.
   j. Manufacturer: Enter the manufacturer name of the part and/or assembly.
   k. MFG. Model/Number: Enter manufacturer assigned model and number.
   l. Serial No.: Enter the part and/or assembly serial number.
   m. The last two rows are designated for the entity/person that is submitting the form. If there is no sufficient space than the "Additional Information" area can be used for this.

DIRECTIE LUCHTVAART ARUBA
DEPARTMENT OF CIVIL AVIATION
ARUBA

SERVICE DIFFICULTY REPORT

INS-4.105
TRACKING NO.
P4-

B. MAJOR EQUIPEMENT IDENTIFICATION:

	MANUFACTURER	MODEL/SERIES	SERIAL NUMBER	T.C. NUMBER
AIRCRAFT				
POWERPLANT				
PROPELLER				

C. REPORT:

DATE:		

TEXT:

AFFECTED PART SPECIFICATION:

PART NAME	MFG. PART #	PART CONDITION	PART/DEFECT LOCATION	PART TT/TC	PART TSO/CSO

COMPONENT/ASSEMBLY NAME	MANUFACTURER	MFG. MODEL/NUMBER	SERIAL NO.

SUBMITTED BY: (Name)	CARRIER	MAINTENANCE ORGANIZTION	PRIVATE OPERATOR	MECHANIC	AIR TAXI	MANUFACURER	DCA	OTHER
	☐	☐	☐	☐	☐	☐	☐	☐

ADDITIONAL INFORMATION: