

CHAPTER 128. PROCESS SERVICE DIFFICULTY REPORT

SECTION 1. BACKGROUND

1. PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS) ACTIVITY CODES.

A. Maintenance: 3325, 3326

B. Avionics: 5325, 5326

3. OBJECTIVE. This chapter provides guidance on how to process a Federal Aviation Administration (FAA) Form 8070-1, Service Difficulty Report.

5. GENERAL. The completion of a Service Difficulty Report (SDR) requires careful review of the reported discrepancy and supporting data. An effective evaluation of the extent of the problem and its causes is essential for determining corrective action.

A. Evaluating Operator Report. The operator submits a Mechanical Reliability Report and may choose the format used for reporting. Title 14 of the Code of Federal Regulations (14 CFR) parts 121 and 135, §§ 121.703 and 135.415 list reportable discrepancies and corresponding regulatory

requirements. The inspector must review the submitted report to determine if an SDR is necessary.

B. Reporting of Significant Problems. If the initial evaluation indicates a serious airworthiness problem, the inspector should immediately contact the Aviation Data Systems Branch, AFS-620, and the regional office. The appropriate FAA Aircraft Certification Office (ACO) and Aircraft Evaluation Group (AEG) responsible for the product must be informed of the equipment service difficulty and any recommendations for corrective actions. Corrective action recommendations may include the following:

- Airworthiness Directives (AD)
- Product modifications
- Revised inspection techniques
- Directed safety investigations

C. Checking for Trends. If the opportunity exists, the inspector should review prior reports for possible trends (e.g., vendor problems, manufacturer equipment problems, training, and/or procedural problems).

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SECTION 2. PROCEDURES

1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites:

- Knowledge of the equipment involved
- Knowledge of the regulatory requirements of 14 CFR parts 121 and 135, as applicable

B. *Coordination.* This task may require coordination with operations inspectors, other district offices, AFS-620, FAA ACO and appropriate AEG, and equipment manufacturers.

3. REFERENCES, FORMS, AND JOB AIDS.

A. References:

- 14 CFR parts 43 and 145
- FAA Order 8010.2, Flight Standards Service Difficulty Program, current edition
- Manufacturer's and operator's manuals

B. Forms:

- FAA Form 8070-1, Service Difficulty Report

C. Job Aids:

- FAA Order 8010.2, Appendix 2

5. PROCEDURES.

A. *Review the Operator Report.* Review the submitted report to determine if an SDR is required. Examine the following:

- The level of detail provided
- Applicability of corrective action, if submitted
- Suitability of suggested corrective action
- Programs for routine and non-routine maintenance
- Contractual arrangements
- Training programs
- Enforcement of non-compliance findings

B. *Review the SDR.* If the operator submits a completed FAA Form 8070-1 or acceptable substitute (such as an electronic transmittal), review for completeness and accuracy.

C. *Electronic Transmittal of the SDR.* Maintenance Reliability Reports is now operational and is available to operators. Information and assistance will be provided by AFS-620 to operators

desiring to input data electronically. Although optional electronic reporting does not alter the reporting requirements of § 121.703, the electronic transmittal will measurably reduce the time between service difficulties and database entry.

(1) For reports that are submitted electronically, the database can be updated with supplemental information by revising the original report and submitting it by using the same operator control number. The computer will display the operator control number and overwrite the original record with the corrected record.

(2) For more information concerning electronic transmittals, contact AFS-620 at (405) 954-4173 or write to the following office:

Manager, Aviation Data Systems Branch
AFS-620
P.O. Box 25082
Oklahoma City, Oklahoma 73125

D. *Conduct an Investigation.* If the evaluation indicates that follow-up action is required to determine the cause of the discrepancy, inspect the following areas, as applicable:

- Aircraft, engine, propeller, components, and accessories
- Appropriate maintenance records
- Maintenance procedures
- Training procedures and records
- Vendor sources

E. *Identify and Correct Discrepancies.*

(1) If the investigation reveals inadequacies in the operator's maintenance or inspection procedures, ensure that procedures are changed to prevent a recurrence of the discrepancy.

(2) If the investigation reveals a lack of training and/or inadequate training, evaluate the training program and incorporate procedural changes to correct the deficient areas.

(3) If the investigation reveals a serious manufacturing defect, contact the following immediately:

- The appropriate regional office

- The Aviation Data Systems Branch, AFS-620
- The appropriate engineering branch

- Enforcement action for regulatory noncompliance

7. TASK OUTCOMES.

A. File PTRS Data Sheet.

B. Complete the Task. Completion of this task may result in the following:

- Follow-up action for discrepancies

C. Complete FAA Form 8070-1. Ensure that all related information is complete, including all recommendations and operator's data. Forward the completed package to AFS-620.

D. Document the Task. Retain the operator's report and a copy of the SDR in the operator's office file in case any type of follow-up action is needed.

9. FUTURE ACTIVITIES. None.