

## CHAPTER 129. PROCESS MALFUNCTION OR DEFECT REPORT

### SECTION 1. BACKGROUND

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

A. *Maintenance.* 3456

B. *Avionics.* 5456

**3. OBJECTIVE.** This chapter provides guidance in processing a Malfunction or Defect Report (M or D Report), as required by Title 14 of the Code of Federal Regulations (14 CFR) part 125, § 125.409 and 14 CFR part 145, § 145.63.

**5. GENERAL.** The M or D Report is a means of reporting aircraft, powerplant, and appliance problem areas. Although the M or D Report was intended for the specific use of parts 125 and 145, owners, operators, agencies, mechanics, and pilots may use this system to report any “potential” or existing problem areas that might affect the airworthiness of an aircraft.

A. Whenever a system component or part of an aircraft, powerplant, propeller, or appliance functions improperly or fails to operate in the approved (type-certificated) manner, it has malfunctioned and is reportable. Additionally, if a system or component has a flaw that impairs or may impair its future function, or has a part installed improperly, it is defective and should be reported.

**NOTE: Repeat problems affecting the same aircraft, powerplant, propeller, appliance or system must be reported to enable the Aviation Data Section, AFS-620A, to detect possible trend items.**

B. Reporting operators and agencies are not bound to any specific reporting format as long as the following information is included:

- Make
- Model
- Part number
- Name
- Serial number, as applicable
- The specific problem and condition
- Corrective action, as applicable
- Diagram, as applicable

**NOTE: FAA Form 8010-4, Malfunction or Defect Report, with prepaid postage, is supplied by the FAA to encourage reporting.**

C. Data provided for and included in M or D Reports can be used by AFS-620A for the following:

- Determining maintenance trends that may affect aviation safety
- Revealing other trends, such as problems with vendors, manufacturers, training, and/or procedures
- Evaluating the overall effectiveness of an inspection and maintenance program

**THIS PAGE INTENTIONALLY LEFT BLANK**

## SECTION 2. PROCEDURES

### 1. PREREQUISITES AND COORDINATION REQUIREMENTS.

#### A. Prerequisites:

- Knowledge of the regulatory requirements of parts 125 and/or 145, as applicable
- Knowledge of the equipment involved

*B. Coordination.* This task may require coordination with the Principal Airworthiness Inspectors, the regional offices, AFS-620A, the FAA Aircraft Certification Office (ACO), and appropriate Aircraft Evaluation Group (AEG).

### 3. REFERENCES, FORMS, AND JOB AIDS.

#### A. References:

- 14 CFR parts 21, 43, 91, 125, and 145
- FAA Order 8010.2, Flight Standards Service Difficulty Program, as amended
- Advisory Circular 20-109, Service Difficulty Program (General Aviation), as amended

#### B. Forms:

- FAA Form 8010-4, Malfunction or Defect Report

#### C. Job Aids. None.

### 5. PROCEDURES.

*A. Review the Operator Report.* Ensure that FAA Form 8010-4 is as complete as possible. Contact the operator for clarification, as applicable. If necessary, visit the site. Any attachments, such as photographs or sketches, can be useful.

*B. Determine if a Report is Required.* When a system component or part of an aircraft (powerplants, propellers, or appliances) functions badly or fails to operate in the normal or usual manner, it has malfunctioned and should be reported. Also, if a system,

component or part has a flaw or imperfection which impairs function or which may impair future function, it is defective and should be reported. While at first sight it appears this will generate numerous insignificant reports, the Service Difficulty Program is designed to detect trends. Any report can be very constructive in evaluating design or maintenance reliability.

*C. Submit an M or D Report.* Report serious airworthiness problems to AFS-620A, the regional office, and AEG immediately. The FAA ACO responsible for the product must be informed of the equipment service difficulty along with any recommendations for corrective actions.

(1) If the airworthiness problems are critical to safe flight, report them immediately by phone, followed with a written report within 24 hours.

(2) If the airworthiness problem is determined not to be critical to safe flight, it must be reported within 72 hours. If the information available within that time is incomplete, all known conditions must be reported. The report must indicate whether follow-up action is required.

*D. Conduct Investigation.* If operator trends are identified, determine if there is a need for a change in the operator's policies or procedures.

### 7. TASK OUTCOMES.

#### A. File PTRS Data Sheet.

*B.* Completion of this task results in a completed report submitted to AFS-620A.

*C. Document the Task.* File all supporting paperwork in the operator/agency's office file.

**9. FUTURE ACTIVITIES.** If necessary, take the appropriate action to resolve deficiencies in the operator's policies or procedures.

