CHANGE

DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

8010.2 CHG 4

5/14/81

Cancellation Date: Retain

SUBJ: FLIGHT STANDARDS SERVICE DIFFICULTY PROGRAM

PURPOSE. This change transmits a revision to Chapter 2, Section 3, The Malfunction or Defect Report, pertaining to processing of failed parts. Minor updating changes have also been incorporated.

PAGE CONTROL CHART

Remove Pages	Dated	Insert Pages	Dated
25	1/8/79	25 (and 26)	5/14/81
26	7/24/79	27 (and 28)	5/14/81
27 (and 28)	1/8/79		

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Distribution: A-W(WS)-3; A-FFS-1,2,3,5,7,8(MAX); A-FIA-0(MAX); AFO-500 (20 cys); AAC-952 (80 cys) A-X(FS)-3

Initiated By: AFO-580

(1) Column A. Make - name of manufacturer.

(2) Column B. Model - as listed on FAA Type Certificate Data Sheets.

(3) Column C. Serial Number - manufacturer assigned.

c. Block 3-Powerplant - Enter make, model, and serial number, under Columns A, B, and C, in same manner as for aircraft.

d. Block 4-Propeller - Enter make, model, and serial number in same manner as for aircraft and powerplant. Serial numbers are important for propeller problems; and inspectors should bear in mind that combinations of propellers, engines, and airplanes sometimes cause problems; therefore, requiring complete information in A, B, and C of 2, 3, and 4.

e. Block 5-Appliance/Component - Blocks A, B, C, and D are to be filled out for all reports along with 2, 3, and 4, A, B, and C. If an appliance or component report is being processed for a repair shop and it is not known what aircraft, powerplant, or propeller it was removed from, "component only" should be written across blocks 2, 3, 4, A, B, C. Some problems are brought about by a combination of an appliance/component and an aircraft, powerplant, or propeller. It is important in these cases that all information available be supplied. The above is especially applicable, but not limited to avionic equipment and instruments.

f. Block 6-Specific Part (of component) Causing Trouble. In all cases, the inspector should strive to furnish the information for A, B, C, E, F, and G. It will sometimes be difficult to complete E and F, and possibly B, but the inspector must decide if TIME is an important factor in solving the problem. If it is, he should make every effort to find the information.

(1) Block A - Name of specific part.

(2) Block B - Part number of part assigned by the manufacturer.

(3) Block C - Where on the part the defect is located.

* (4) Block D - ATA Code. AFO-580 will code this, do not use. *

(5) Block E - Total time on part in hours.

(6) Block F - Time since overhaul on part in hours.

(7) Block G - Cracked, corroded, broken off, etc.

g. Block 7A-Comments. The information to be entered here is perhaps the most important on the form. It must identify and describe the malfunction, failure, or defect and contain descriptive information concerning the part/component that caused the difficulty. It must enable someone not familiar with the problem to understand the problem and provide information to assist in corrective action. Data important to the particular problem, i.e., calendar dates, inspection findings, cycles, etc., that are not included in other blocks on the form, should be included. If the malfunction, failure, or defect is the result of, or is related to, a Supplemental Type Certificate (STC), the STC number should be shown. This will enable AFO-580 to send the report to the proper controlling region.

(1) The submitter should use the space headed "7A Comments" first. If additional space is required, half of the reverse side should be used and a separate sheet of paper attached if necessary. The submitter should be careful to leave enough space on the franked side of the form so that the pre-stamped General Aviation/Flight Standards District Office address can be plainly deciphered.

(2) Submitted by - Except for air taxis, certificated repair stations, and FAA personnel, the identity of the submitter is not required. There have been reports that repair stations have suffered economic reprisals after submitting M or D Reports on certain products; therefore, the M or D Report has been modified to permit removal of identification data by "tear off". Identification will remain with the M or D Report throughout FAA to facilitate follow-up investigation, if required. Identification will be removed by the region with product certificate management responsibility prior to making the forms or copies available to manufacturers. In cases where the submitter is reluctant even with the above provision the FAA inspector will verify the report and identify himself as the submitter. In all cases, Blocks B, C, D, E, F, G, or H should be filled out.

h. Block 8 Date Submitted - Self-explanatory.

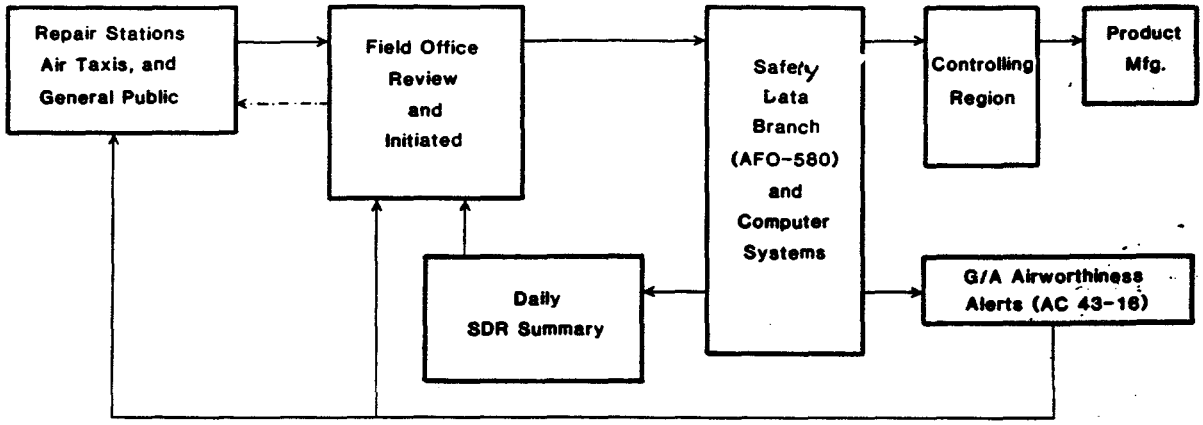
i. Block 9 Control Number - For use of AFO-580. (Do not use for regional control numbers.)

*53. DISTRIBUTION AND ROUTING OF FAA FORM 8010-4.

a. Malfunction or Defect Reports received or initiated by district office personnel should be forwarded promptly to the Safety Data Branch, AFO-580. Any pictures, sketches, drawings, etc., related to the report should be attached.

b. When the district office receives the failed part with a report, and if a picture of the failed part will assist other personnel in detecting similar failures, the district office inspector should photograph the failure and attach the picture(s) to the Malfunction or Defect Report. Certain pictures received will be published in the General Aviation Airworthiness Alerts, Advisory Circular 43-16. The failed part should be sent to the type certificate holding region with a copy of the Malfunction or Defect Report. DO NOT SEND THE PARTS TO AFO-580. *

* c. The following diagram illustrates the processing of the Malfunction or Defect Report.



Self-addressed forms (indicated ----) are distributed to the general aviation public by GADO/FSDO personnel. The completed forms and those initiated by GADO/FSDO personnel (indicated ——) are forwarded to AFO-580 where pertinent data is extracted. The forms are then forwarded to the region in whose area the product reported on is manufactured (controlling region). The extracted data is entered into computer equipment for further use and study. It also forms the basis for the Flight Standards Service Difficulty Reports and the General Aviation Airworthiness Alerts (Advisory Circular 43-16). These publications are the media used to disseminate the information to GADO/FSDO personnel and the general aviation public. *