Date: November 5, 2026
To: External PRD Application Users
From: *PRD Application Support Team*
Re: **Pilot Records Database (PRD) – Correcting Records Process**

This message is for Pilots and Air Carrier users with roles in the Pilot Records Database (PRD).

Identifying and Reporting Errors

If a pilot identifies an actual or perceived error in their PRD record, they must report it directly to the record owner. The PRD system only hosts records submitted by owners; these records are not managed or altered by the FAA branch AFS-950 or the PRD Support team. Only the record owner has the authority to modify or delete posted records. Contacting PRD Support for changes to owner-controlled data will cause unnecessary processing delays.

The action required depends on whether the record originates from an employer or the FAA.

Requesting Corrections

Employer Records: For records related to pilot training, qualifications, proficiency, disciplinary actions, employment drug and alcohol testing, and employment, pilots can request changes directly through the PRD System. Upon the pilot submitting an electronic correction request in the PRD, the request is automatically sent to the employer for review.

FAA Records: For FAA-related records like a pilot's airman certificate and medical certificate, Notices of Disapproval, accident or incident records, enforcement actions, and pre-employment drug and alcohol records, no electronic correction request functionality exists in the PRD application. Pilots should contact the responsible FAA office that has ownership of that record directly. Contact information includes:

- Pilot and Medical Certificates: 9-AMC-AFS760-Airmen@faa.gov
- Notices of Disapproval records: 9-AMC-AFS760-Airmen@faa.gov
- Accident or Incident records: 9-AMC-AID-ProgMgr@faa.gov
- Enforcement records[1] : 9-avs-afs-cpft@faa.gov
- Pre-employment drug and alcohol records: drugabatement@faa.gov

NOTE: This process also applies to missing records.

Employer Correction Process and Dispute Resolution (Ref. § 111.250)

Employers are legally obligated to correct any confirmed record inaccuracies. When an employer receives a correction request, they have 10 days to determine if the record is inaccurate and correct the record in the PRD or initiate an investigation into the record accuracy. If the employer disagrees with the request and determines the record is accurate, they must notify the pilot and resolve the issue through their internally developed dispute resolution procedures. Employers are required to investigate disputed records within 30 days, and the final outcome must be documented in the PRD record request disposition.

Pilots can report any suspected noncompliance, fraud or falsification by employers to the FAA via the FAA Hotline or a complaint to the respective FSDO or CMO. The PRD Support team is not the appropriate contact for reports of suspected noncompliance, fraud or record falsification.

[1] The PRD Act of 2010 rescinded the FAA's five-year expungement policy for records pertaining to enforcement actions against pilot's found in violation of 49 U.S.C. Records that did not qualify for expungement before the PRD Act was passed will now remain in the EIS database and subsequently passed to the PRD for the remainder of the life of the pilot.

FAA Involvement in Disputes

The FAA does not verify the accuracy of employer-submitted data in the PRD. Employers must ensure the ongoing accuracy of their records. In case of unintentional errors, pilots can request corrections through the PRD system. However, if the pilot suspects noncompliance or intentional falsification, they should file a complaint through the FAA Hotline or directly to their local FSDO or CMO and provide evidence for their claims. The PRD Support team is not the appropriate contact for these types of complaints.

Reporting Noncompliance, Fraud or Falsification

If a pilot suspects an employer is not complying with the reporting requirements of 14 CFR Part 111, they should submit a complaint with supporting evidence directly through the FAA Hotline or to their local FSDO or CMO.

If a pilot believes an employer has intentionally falsified records rather than made an oversight error, the PRD Support team is not the proper avenue for escalation. Instead, pilots should bypass the internal dispute resolution path and submit a complaint containing supporting evidence directly via the FAA Hotline or to their local FSDO or CMO.

Submitting a Correction Using the PRD System

Pilots can submit correction requests for any employer record they believe contain errors directly through the PRD system. This request is digitally sent to the employer for review and resolution. The process encompasses requests for corrections and for missing records to be added to the PRD.

How to Submit a Correction Request

Initial Submission: Pilots can contact their employer directly or use the PRD's electronic correction request function to address record issues. The PRD permits only one initial message to the employer regarding the record. Since further communication must occur outside the PRD system, the initial message should be clear, factual, and comprehensive. Pilots need to identify the record, describe the error, provide supporting details and specify the desired correction. It's important to note that messages sent via the PRD go directly to the employer, not the FAA or PRD Support, so the message should be detailed enough for the employer to understand and assess the correction request.

Employer Response and Resolution

Response Time: If the employer agrees to the correction request, they must update the original record in their system and the PRD within 10 days.

Dispute Process: If the employer disagrees with the correction request, they must initiate an investigation within 30 days. The outcome of this investigation must be documented in the PRD correction request disposition.

Disputed Records

If an employer denies a correction request or fails to respond within 180 days, the pilot can mark the record as disputed. This is indicated by a "(D)" symbol next to the record on the pilot's PRD report, showing that the record is contested by the pilot. Only the "(D)" symbol appears on the report; comments or messages from the pilot or employer about the dispute are not included. Pilots must first submit a correction request in the PRD, then that correction request must be closed (due to employer resolution or automatic closure) before the pilot can mark a record as disputed.

Employers Not Responding

Employers must respond to requests for correction within 180 days to avoid automatic system closure of the request. If employers fail to respond and the request is automatically closed, pilots can mark the record as disputed, indicated by a "(D)" symbol in their PRD report.

Out of Business and Defunct Employers

The FAA cannot change records added to the PRD by defunct employers. Nor can the FAA add missing records to the PRD for a defunct employer. If an employer goes out of business without leaving a court-appointed trustee to manage their missing records or handle new or unresolved record disputes, those records will remain disputed indefinitely in the PRD. Pilots should inform hiring employers about such disputes and instances of missing records. Also see AC 120-68J paragraph 2.7.6 Good Faith Exception.

Alternate Correction Request Process

If a pilot cannot access the online PRD system to submit an electronic correction request, they can complete FAA Form 8060-15 and send it to the PRD Support team at prdsupport@faa.gov. This form allows the FAA to submit a correction request on behalf of the pilot. Upon receiving the signed form, the FAA will initiate the change request and transcribe the details into the PRD system exactly as the pilot provides them on the form. These details are then automatically forwarded to the relevant employer as if the pilot had submitted the request directly.

It's important to note that FAA Form 8060-15 is intended as an alternative submission method for pilots experiencing login issues. As stated in the instructions on the 8060-15 form, requests submitted to PRD Support using the 8060-15 will not be processed for those pilots who have a PRD registered pilot account and can access the system. The FAA's role is limited to submitting the electronic request in the PRD; it does not involve resolving disputes between the pilot and the employer.

Pilots who needed assistance by the PRD Support team to process their change request via Form 8016-15, are also unable to view the disposition results from the employer in the PRD system. To review any future changes made by their employer, these pilots may submit FAA form 8060-14 to obtain an unofficial copy of their PRD record.

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CORRECTING RECORDS IN THE PILOT RECORDS DATABASE (PRD)

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