



**U.S. Department
of Transportation
Federal Aviation
Administration**

InFO

Information for Operators

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Flight Standards Service
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http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info

An InFO contains valuable information for operators that should help them meet certain administrative, regulatory, or operational requirements with relatively low urgency or impact on safety.

Subject: Title 14 of the Code of Federal Regulations (14 CFR) Part 121, § 121.703 “Service Difficulty Reports (SDR)”

Purpose: This InFO reminds air carriers of the importance of proper data input into the SDR database as required by § 121.703.

Background: The primary purpose of the SDR database is to help identify negative trends so that mitigating actions can be accomplished by air carriers as soon as possible. Negative trends could include, but are not limited to, vendor, manufacturer equipment, training, and procedural problems. The Federal Aviation Administration (FAA) has learned that some data required by § 121.703(e) is not being entered properly. Because of poor data integrity, the FAA, manufacturers, and air carriers are unable to accurately detect trends necessary to proactively mitigate risk.

Discussion: Section 121.703(e) states that the certificate holder shall submit the reports required by this section on a form or in another format acceptable to the Administrator. The reports shall include the following information:

- (1) Type and identification number of the aircraft.
- (2) The name of the operator.
- (3) The date, flight number, and stage during which the incident occurred (e.g., preflight, takeoff, climb, cruise, descent landing, and inspection).
- (4) The emergency procedure effected (e.g., unscheduled landing and emergency descent).
- (5) The nature of the failure, malfunction, or defect.
- (6) Identification of the part and system involved, including available information pertaining to type designation of the major component and time since overhaul.
- (7) Apparent cause of the failure, malfunction, or defect (e.g., wear, crack, design deficiency, or personnel error).
- (8) Whether the part was repaired, replaced, sent to the manufacturer, or other action taken.

(9) Whether the aircraft was grounded.

(10) Other pertinent information necessary for more complete identification, determination of seriousness, or corrective action.

Currently, the FAA is required to complete an inspection of the air carrier SDR reports every two years and report the inspection results into the Safety Assurance System database. If discrepancies are identified in air carrier SDR reporting by the Principal Inspector, then inspection frequency may need to be increased to ensure proper air carrier reporting compliance in accordance with § 121.703(e).

Recommended Action: It is recommended that air carriers understand the purpose of § 121.703, specifically the reporting requirements and that reportable events are reported with sufficient data so that negative trends can be identified and mitigating actions can be accomplished.

Contact: Questions or comments regarding this InFO should be directed to the Aircraft Maintenance Division, Air Carrier Maintenance Branch, AFS-330, at (202) 267-1686.