



Advisory Circular

TCAA-AC-AWS023A

March 2013

PROCESSING REPORTS OF FAILURES, MALFUNCTIONS AND DEFECTS

1.0 PURPOSE

The purpose of this Advisory Circular (AC) is to provide guidance on the processing of reported failures, malfunctions, and defects as required by the Civil Aviation Regulations.

2.0 REFERENCES

- 2.1 Regulation 25 of the Civil Aviation (Airworthiness) Regulations
- 2.2 Regulation 35 of the Civil Aviation (Approved Maintenance Organisation) Regulations
- 2.3 Regulation 58 of the Civil Aviation (Air Operator certification and Administration) Regulations

3.0 GUIDANCE AND PROCEDURES

3.1 General Information

3.1.1 The Service Difficulty Report System is established to support the Authority in its mandate to foster an acceptable level of safety by-

- (a) Promoting product improvement;
- (b) Detecting trends
- (c) Determining reliability of accessories (to aid in setting inspection and replacement periods); and
- (d) Enabling a more meaningful advisory service to operations.

3.1.2 Regulation 25 of the Civil Aviation (Airworthiness) regulations requires operators, AMOs, Air Traffic Controllers, Pilots and holders of AMEL to report any faults, failures, malfunctions, defects or other occurrences which cause or might cause adverse effects on the continued airworthiness of an aircraft. Such information must be transmitted to the organization responsible for the type design of that aircraft. This regulation applies to reports affecting aeroplanes over 5700 kg maximum takeoff mass and helicopter over 3180 kg.

3.1.3 Information on airworthiness deficiencies must be transmitted without delay to the organization responsible for the type design of the aircraft affected so that corrective action may be developed by that organization and communicated to all operators of the aircraft type.

3.1.4 The operator is responsible for ensuring that **Form : AC- OPS031B** is sent to the Authority and also submitted in a timely basis to the State of Registry for an aircraft registered in a foreign state, the State of Design and the holder of the Type Certificate.

3.1.5 On receipt of a **Form: AC-OPS031B**, the Inspector responsible will evaluate the reported information. If such evaluation indicates a serious airworthiness problem, the inspector should confirm that the operator has submitted a report to the appropriate State of Design responsible for construction of the aircraft or aeronautical product alerting them of the findings with a view towards the issue of-

- (a) Airworthiness Directive;
- (b) Product modification;
- (c) Revised inspection technique or
- (d) Conduct a safety investigation.

3.1.6 All Owners or Operators required to submit a report will make the report using the **Form: AC- OPS031B**. Air operators should place this form along with instructions for filling out and submitting it in a timely manner in their Maintenance Control Manual.

3.1.7 The initial report is required within 3 days of the occurrence. If this does not give the owner or Operator sufficient time to thoroughly investigate the cause and initiate corrective action the initial report does not have to contain a corrective action. The operator and Inspectorate will mark any initial reports without corrective actions "OPEN." When submitting an "OPEN" report the operator must indicate the reason for the delay and state when the corrective action will be submitted in a follow-up report.

3.2 Significant Reports

3.2.1 Significant Reports refer to reports that concern:

- (a) Primary structural failure;
- (b) Control system failure;
- (c) Fire in the aircraft;
- (d) Engine structural failure;
- (e) Any other condition considered an imminent hazard to safety.

3.2.2 Significant reports require immediate notification by telephone or telex which should follow the format of the Service Difficult Report (SDR) form and should also contain the following information when available and relevant:

- (a) Aircraft owner's name and address;
- (b) Whether accident or incident;
- (c) Related service bulletins, service letters, AD's, and
- (d) Disposition of defective parts

3.2.3 The information contained in the telephone or telex report should be entered on the SDR form and submitted in the normal manner as soon as possible after the telephone/telex submission.

4.0 PROCEDURES

4.1 When a report is received the assigned Inspector should review the submitted report to determine if the report is a significant report and if so confirm that the information contained in the telephone or telex report has been entered on the SDR form. All reports should be reviewed to determine if it has sufficient detail and appropriate corrective action.

4.2 If there is insufficient detail or corrective action is missing the report should be marked "OPEN" and the report should be placed in the "Open Failure, Malfunction, and Defect" book:

- (a) Where insufficient detail is encountered the Inspector should notify the operator verbally supported by a written request for a follow up report correcting the situation. The notification should specify the specific time for the follow-up report.
- (b) Where corrective action is missing the Inspector should ensure the reason for the omission is reasonable and there contains a date on which the owner or Operator will submit a follow-up report. If acceptable the report should be placed in the "Open Failure, Malfunction, and Defects" book.

4.3 When a completed report is submitted or when a completed follow-up report is submitted the Inspector should review the report for the following:

- (a) That proper and suitable corrective action was taken.
- (b) That consideration was given to:
 - (i) The effect on the approved maintenance programmes and method of performing maintenance;
 - (ii) The effect on the operator's contractual arrangement;
 - (iii) Where amendment to (i) or (ii) above is required, that the appropriate procedure is effected

4.4 Additionally where non-compliance was found the Inspector needs to determine whether enforcement action is required and to take the appropriate action.

4.5 The Inspector should take the opportunity to review prior reports for possible trends, e.g. vendor problems, manufacturer equipment problems, training, and/or procedural problems.

4.6 In determining the significance of the item reported, the reviewing inspector should evaluate the nature of the failure and the corrective action taken. If the failure was an isolated occurrence or human failure was involved and proper corrective action was taken by the owner or operator to prevent recurrence, then the report should be filed in the "Closed Failure, Malfunction and Defect" book .

4.7 If the Inspector determines that the failure, malfunction or defect was caused by a design defect, unusual wear or undetected maintenance he should ensure that the State of Design and the Type Certificate holder have been advised in writing and where required should forward to the State of Design the following:

- (a) A copy of the completed report
- (b) A letter with recommendation that the appropriate office conduct an investigation into the matter with the aim of issuing an Airworthiness Directive, implement a design change and/or implement a change in their recommended maintenance procedures.

4.8 The form and letter with recommendations should then be placed into the book containing the “Closed Failure, Malfunction and Defects” reports.

A handwritten signature in black ink, appearing to be 'A. M. M.', is written over a faint rectangular stamp.

Tanzania Civil Aviation Authority