

Jordan Civil Aviation Regulatory Commission

Guidance Procedure: AWS 30

Technical Occurrence Reporting Guidance Procedure

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Abbreviations

CARC Civil Aviation Regulatory Commission

CEO Chief Executive Officer

JCAR Jordan Civil Aviation Regulations

AWSD Airworthiness Standards Department

ATA Aviation Transportation Association

A/C Aircraft

CAME Continuing airworthiness management exposition

AML Aircraft Maintenance License

I.A.W In accordance with

MOE Maintenance Organization Exposition

CARC Civil Aviation Regulatory Commission of Jordan

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TC Type certificate holder

AMC Acceptable means of compliance

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Technical Occurrence Reporting Guidance Procedures

I. BACKGROUND

1. AMC M.202(a) requires that the accountable persons or organizations should ensure that the type certificate (TC) holder receives adequate reports of occurrences for that aircraft type, to enable it to issue appropriate service instructions and recommendations to all owners or operators. Liaison with the TC holder is recommended to establish whether published or proposed service information will resolve the problem or to obtain a solution to a particular problem.

An approved continuing airworthiness management or maintenance organization should assign responsibility for co-coordinating action on airworthiness occurrences and for initiating any necessary further investigation and follow-up activity to a suitably qualified person with clearly defined authority and status. In respect of maintenance, reporting a condition which endangers flight safety is normally limited to:

- > serious cracks, permanent deformation, burning or serious corrosion of structure found during scheduled maintenance of the aircraft or component.
- > failure of any emergency system during scheduled testing.
- 2. AMC M.202(b) requires that the reports may be transmitted by any method, i.e. electronically, by post or by facsimile. Each report should contain at least the following information:
 - reporter or organization's name and approval reference if applicable,
 - information necessary to identify the subject aircraft and/or component
 - > date and time relative to any life or overhaul limitation in terms of flying hours/cycles/landings etc., as appropriate,
 - details of the occurrence.
- 3. AMC 20-8 General Acceptable Means of Compliance for Airworthiness of Products, Parts and Appliances provides further guidance on occurrence reporting.
- 4. GM 145.60(a) states that the organization responsible for the design is normally the TC holder of the aircraft, engine or propeller and/or if known the STC holder.
- 5. AMC 145.60(b) states that the aim of occurrence reporting is to identify the factors contributing to incidents, and to make the system resistant to similar errors, and an occurrence reporting system should enable and encourage free and frank reporting of any (potentially) safety related occurrence which will be facilitated by the establishment of a just culture. An organization should ensure that personnel are not inappropriately punished for reporting or co-operating with occurrence investigations and the internal reporting process should be closed-loop, ensuring that actions are taken internally to address safety hazards, while the feedback to reportees, both on an individual and more general basis, is important to ensure their continued support for the scheme.
- 6. GM 145.60(c) states that each report should contain at least the following information:
 - Organization name and approval reference.
 - > Information necessary to identify the subject aircraft and / or component.
 - ➤ Date and time relative to any life or overhaul limitation in terms of flying hours/cycles/landings etc. as appropriate.

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- > Details of the condition as required by 145.60(b).
- > Any other relevant information found during the evaluation or rectification of the condition.

Therefore, all maintenance organizations and continuing airworthiness organizations shall report to CARC, the state of registry and the TC Holder for the design of the aircraft or component identified by an approved 145 organization that has resulted or may result in an unsafe condition that hazards seriously the flight safety using an organization controlled Form containing the required information as required by the CARC and for the purpose of standardization, CARC/ AWSD encourages Organizations to adapt the attached technical occurrence report as illustrated in this guidance procedure.

II. AIRWORTHINESS RESPONSIBILITIES OF THE OWNER/OPERATOR

- 1. Any person or organization or operator should report to the State of registry, the organization responsible for the type design or supplemental type design and, if applicable, the member State of operator, any identified condition of an aircraft or component that hazards seriously the flight safety.
- 2. Accountable persons or organizations should ensure that the type certificate (TC) holder receives adequate reports of occurrences for that aircraft type, to enable it to issue appropriate service instructions and recommendations to all owners or operators. Liaison with the TC holder is recommended to establish whether published or proposed service information will resolve the problem or to obtain a solution to a particular problem.
- 3. An approved continuing airworthiness management or maintenance organization or operator should assign responsibility for coordinating action on airworthiness occurrences and for initiating any necessary further investigation and follow-up activity to a suitably qualified person with clearly defined authority and status.
- 4. In respect of maintenance, reporting a condition that could seriously hazard the aircraft is normally limited to:
 - > serious cracks, permanent deformation, burning or serious corrosion of structure found during scheduled maintenance of the aircraft or component.
 - > failure of any emergency system during scheduled testing.
- 5. Reports should be made in a manner established by CARC and contain all pertinent information about the condition known to the person or organization. The reports may be transmitted by any method i.e. electronically, by post or by facsimile. Each report should contain at least the following information:
 - reporter or organizations name and approval reference if applicable,
 - information necessary to identify the subject aircraft and or component,
 - ➤ date and time relative to any life or overhaul limitation in terms of flying hours/cycles/landings etc. as appropriate,
 - details of the occurrence.

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- 6. Where organization maintaining the aircraft is contracted by an owner or an operator to carry out maintenance, the organization maintaining the aircraft should also report to the owner, the operator or the continuing airworthiness management organization if any, any such condition affecting the owner's or the operator's aircraft or component.
- 7. Reports should be made as soon as practicable, but in any case within 72 hours (03 days) of the person or organization identifying the condition to which the report relates.

III. RESPONSIBILITY OF MAINTENANCE ORGANIZATIONS

- The organization should report to the CARC, the state of registry and the organization responsible
 for the design of the aircraft or component any condition of the aircraft or component identified by
 the organization that has resulted or may result in an unsafe condition that hazards seriously the
 flight safety.
- > The aim of occurrence reporting is to identify the factors contributing to incidents, and to make the system resistant to similar errors.
- An occurrence reporting system should enable and encourage free and frank reporting of any (potentially) safety related occurrence. This will be facilitated by the establishment of a just culture. An organization should ensure that personnel are not inappropriately punished for reporting or co-operating with occurrence investigations.
- > The internal reporting process should be closed-loop, ensuring that actions are taken internally to address safety hazards.
- > Feedback to reporters, both on an individual and more general basis, is important to ensure their continued support for the scheme.
- 2. The organization should establish an internal occurrence reporting system as detailed in the Maintenance organization's Exposition (MOE) to enable the collection and evaluation of such reports, including the assessment and extraction of those occurrences to be reported under paragraph (1). This procedure should identify adverse trends, corrective actions taken or to be taken by the organization to address deficiencies and include evaluation of all known relevant information relating to such occurrences and a method to circulate the information as necessary.
- 3. The organization should make such reports and ensure that they contain all pertinent information about the condition and evaluation results known to the organization.
- 4. Where the organization is contracted by a commercial operator to carry out maintenance, the organization should also report to the operator any such condition affecting the operator's aircraft or component.
- 5. The organization should produce and submit such reports as soon as practicable but in any case within 72 hours of the organization identifying the condition to which the report relates.

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IV. RESPONSIBILITIES OF THE OPERATOR

- 1. Each operator should report the occurrence or detection of each failure, malfunction or defect concerning at least the following:
 - a) fires during flight and whether or not a fire warning system was installed and functioned properly;
 - b) fires during flight not protected by a related fire-warning system,
 - c) false fire warning during flight;
 - d) an engine exhaust system that causes damage during flight to the engine, adjacent structure, equipment, or components;
 - e) an aircraft component that causes accumulation or circulation of smoke, vapour, or toxic or noxious fumes in the crew compartment or passenger cabin during flight;
 - f) engine shutdown during flight because of flameout;
 - g) engine shutdown during flight when external damage to the engine or aircraft structure occurs;
 - h) engine shutdown during flight due to foreign object ingestion or icing;
 - i) shutdown during flight of more than one engine;
 - a propeller feathering system or ability of the system to control overspeed during flight;
 - a fuel or fuel-dumping system that affects fuel flow or causes hazardous leakage during flight;
 - an unintended landing gear extension or retraction, or opening or closing of landing gear doors during flight;
 - m) brake system components failure that result in loss of brake actuating force when the aircraft is in motion on the ground;
 - n) aircraft structure that requires major repair;
 - o) cracks, permanent deformation, or corrosion of aircraft structure, if more than the maximum acceptable to the manufacturer or CARC;
 - p) aircraft components or systems that result in taking emergency actions during flight (except action to shut down an engine).

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- q) each interruption to a flight, unscheduled change of aircraft en route, or unscheduled stop or diversion from a route, caused by known or suspected technical difficulties or malfunctions;
- the number of engines removed prematurely because of malfunction, failure or defect, listed by make and model and the aircraft type in which it was installed;
 and
- s) the number of propeller featherings in flight, listed by type of propeller and engine and aircraft on which it was installed.
- t) Any abnormal vibration or buffeting caused by a structural or system malfunction, defect, or failure; and
- u) A failure or malfunction of more than one (1) attitude, airspeed, or altitude instrument during a given operation of the aircraft.
- In addition to the reports required above, each operator should report any other failure, malfunction, or defect in an aircraft that occurs or is detected at any time, if in his opinion, the failure, malfunction, or defect has endangered or may endanger the safe operation of the aircraft.

V. REPORTING PROCEDURE

- 1. Each operator, maintenance organization should report the occurrence using *an organization controlled Form*. A sample of this form may be found in this Guidance Procedure.
- 2. Where possible, the reporting form should be completed in full. Otherwise, it should include as much of the required information as possible. Any additional information required by the Regulations specified in paragraph 1 or any other regulation should be added to the report.
- 3. Once completed, the report should be submitted at CARC Office as soon as possible, but within three (3) days after determining that the occurrence required to be reported has occurred.
- 4. Where necessary, CARC will forward the report to the State of Registry. The Authority will also forward information on airworthiness deficiencies to the organization responsible for the type design.

VI. AUTHENTICITY AND SERVICEABILITY OF AIRCRAFT PARTS

The need to ensure that parts installed on an aircraft meet the design specification and are serviceable is self-evident. The installation of any part failing to meet the intended design requirements degrades those requirements, leading to a degradation of airworthiness.

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It is essential that for the purposes of continuing airworthiness a system of control exists which ensures that only parts meeting the approved design data applicable to a particular aircraft are installed on that aircraft. This guidance procedure provides guidance on the establishment of such a system.

1. Approved parts

a. An approved part is one whose design has been found to be acceptable to the State of Design, whose proper manufacture has been approved by the State of Manufacture, and that has been found to be in a condition for safe operation by the State of Registry.

Note.— Parts approved pursuant to item (1) are eligible for installation on a specific aircraft if, and only if, they also meet the approved design data applicable to the particular aircraft on which they are to be installed. For example, a seat designed and approved for 9 g forward loads is not eligible for installation on an aircraft which is required to have a seat that is dynamically tested for 16 g.

b. Standard parts such as fasteners are considered as approved parts when they are in compliance with a national- or industry-accepted standard and when referenced in the type design of the particular aircraft.

2. Unapproved parts

Parts not meeting the criteria described in item 1.a and 1.b above are considered to be unapproved. Any part not supported by the required documentation (see item3 below) would also be considered to be unapproved. Unapproved parts also include those parts improperly returned to service, for example:

- a. parts supplied directly to the end user by a contractor without direct ship authority from the design approval holder and the State of Manufacture to do so;
- parts maintained or approved for return to service by a person or organization not approved to do so;
- c. parts not maintained in accordance with the requirements of the applicable approved data; and
- d. parts having reaching their life limit, including, if applicable, any shelf-life limit.

3. Supporting documentation

- A documentation process providing written evidence of the acceptability of a part is an essential element of any system designed to ensure that only approved parts are installed on an aircraft. Such a process is intended to provide all relevant information concerning the part to which it refers sufficient to enable a potential installer to readily ascertain its status.
- > Such documents will contain information relating to:
 - a) the authority under which it is issued;
 - b) reference identification for the purposes of traceability;
 - c) name, address and approval reference of the issuing organization;
 - d) work order, contract or invoice number;
 - e) quantity, description, part number and, if applicable, serial number of the part;
 - f) relevant information concerning any life limitations, including in-service history records;
 - g) the signature and approval reference of the person issuing the document; and
 - h) whether the part is new or used.

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4. Precautions to prevent the inadvertent acceptance of unapproved parts

- i. Documentary evidence of compliance with an approved process will not in itself provide a guarantee against the installation of unapproved parts if the original supplier of such parts knowingly provides false information or otherwise sets out to deceive.
- ii. It is always necessary to have secondary defenses in place designed to give early warning of unapproved parts prior to their release for installation. The primary defense in such cases is a strong, well-informed and alert parts ordering and receiving system which, through auditing and reports, establishes a satisfactory level of confidence in its parts suppliers and which:
 - a) ensures a continual correlation between parts ordered and parts received;
 - b) is alert to any unauthorized alterations to supporting documentation and to any inability of the supplier to supply the required documentation;
 - c) is aware if a quoted price for the part is significantly lower than that quoted by other suppliers;
 - d) is aware that delivery times are significantly shorter than those quoted by other suppliers; and
 - e) is aware of parts packaging methods used by approved parts manufacturers, maintenance organizations and distributors, and can detect deviations from these methods.
- iii. Organizations, particularly approved maintenance organizations and operators, should ensure that all those staff who have routine contact with parts, especially including buyers, stores staff, mechanics and certifying staff, are fully aware of the dangers posed by unapproved parts and also the likely sources. Ample warnings should be given to such staff about accessing any unapproved parts database. Approved maintenance organizations and operators will also need to ensure that their parts suppliers are fully integrated into the reporting network, and audits will be necessary among staff at intervals to ensure that all remain vigilant to the problem.

5. Unapproved parts reporting

- i. Systems used by end users to report to type certificate holders and regulatory agencies are intended to provide widespread warning of the detection of unapproved parts so that operators of similar equipment can be made aware as soon as possible. In view of the likely random appearance of unapproved parts, access to a reporting system should be easy and available at all reasonable times. It follows that publicity for the reporting system (and the programs generally) should be widespread.
- ii. In order to obtain as much information as possible from a report of a suspected unapproved part, it is necessary to have a standardized reporting format. Information required will include the description of the part and from where it was received; part numbers and, if applicable, serial numbers; particular colours, markings, dimensions and features common to the unapproved part which distinguish it from the genuine item; and the nature of any accompanying documentation.
- iii. At any time a part is deemed to be suspect, it and any accompanying documentation should be quarantined immediately and held until the body responsible for processing the reports is satisfied that the evidence is no longer required or until the authenticity of the part has been established.
- iv. Some reports of suspected unapproved parts will eventually turn out to be false as further information becomes available in the form of supporting documentation. A successful reporting system should accept such false alarms and the wasted effort they generate in the



knowledge that to discourage such reports might eventually lead to the suppression of a genuine report.

- v. A relatively simple database, preferably computer driven, will be required to maintain a record and allow easy processing of reports of suspected unapproved parts. The database should be capable of interrogation such that any common thread within the reports received is readily identified by keyword access. The database itself can be a dedicated system or part of a much larger general occurrence reporting system.
- vi. In view of the international nature of the aviation industry and in particular the known international nature of the generation and distribution of unapproved parts, the ability to link national databases is obviously advantageous, the unimpeded cross-flow of information being essential in successfully combating the problem.

6. Parts stockists and distributors

- It is recognized that parts stockists and distributors have a significant influence over preventing the use of unapproved parts. Such organizations have an established commercial role of stocking or obtaining parts, often at short notice. Some States approve stockists and distributors but others do not.
- ii. In airworthiness terms, the parts supplier's role is simply that of a holder of a part and its supporting data for a limited period, the part and data being passed in their entirety to the purchaser. The most effective control is exercised by the purchaser of the parts by ensuring that the part is correct and that the documentation truly reflects the status of the part. Further assurance is provided by the installer purchasing only from those suppliers having a known satisfactory record.
- iii. Parts distributors may also break down large orders of identical parts into smaller lots for shipment to end users. In this case they should provide documentation that the parts came from the original large order and either issue a second set of airworthiness documentation, if authorized by their State regulatory authority to do so, or attach a copy of the original airworthiness documentation.

7. Parts removed from an aircraft no longer in service

- i. Aircraft withdrawn from service are often used as a source of spare parts, a process sometimes described as "parting out". These parts, although serviceable at the time the aircraft was placed in storage, may have been affected adversely by storage conditions, including especially environmental factors, or by the length of storage.
- ii. The records for the aircraft and its parts prior to the aircraft being placed into storage will need to be researched in order to ascertain the previous maintenance history, modification and repair status of the parts being removed. Any unusual events immediately prior to storage, e.g. heavy landings or lightning strikes, will also have to be considered when deciding on the serviceability of the parts being removed.
- iii. It is important that the part removal process be planned and controlled in a manner as close as possible to that adopted for routine maintenance tasks on in-service aircraft. The following points in particular should be considered:
 - a. the means by which the part is removed should be in accordance with the normal maintenance data (e.g. maintenance manuals), using the tooling specified;
 - b. adequate access equipment should be provided;



- c. if conducted in the open, disassembly should cease during inclement weather;
- d. all work should be carried out by appropriately qualified maintenance personnel;
- e. all open connections should be blanked;
- f. a protected and enclosed quarantine storage area for the parts being removed should be provided in the immediate vicinity of the work area; and
- g. normal maintenance documentary controls should be used, e.g. the use of work sheets or cards to record component removals, and label identification to show serviceability status.
- iv. An assessment for condition and eventual return to service of each removed part will need to be conducted by a suitably approved organization.

8. Parts recovered from aircraft involved in accidents

- i. When an aircraft has been involved in an accident, the title to the salvage may pass from the insured aircraft owner to other persons (e.g. aircraft insurers); this salvage may be offered for sale either complete or as separate aircraft items in an "as is, where is" condition. While some items may be totally unaffected by the accident or incident which caused the aircraft to be declared as salvage, it is essential to obtain clear evidence that this is the case. If such evidence cannot be obtained, the item may not be returned to service.
- ii. Before overhaul and reinstallation can be considered, all such items must therefore be subject to airworthiness assessment and inspection in the light of adequate knowledge of the circumstances of the accident, subsequent storage and transport conditions, and with evidence of previous operational history obtained from valid airworthiness records. Confirmation of this assessment in the form of an airworthiness release is essential.
- iii. In particular, if a crash load is sufficient to take any part above its proof strength, residual strains may remain which could reduce the effective strength of the item or otherwise impair its functions. Loads higher than this may of course crack the item, with an even more dangerous potential. Further, a reduction in strength may be caused by virtue of the change of a material's characteristics following overheat from a fire. It is therefore of the utmost importance to establish that the item is not cracked, distorted or overheated. The degree of distortion may be difficult to assess if the precise original dimensions are not known, in which case there is no option but to reject the item. Any suggestion of overheating would be cause for a laboratory investigation into significant change of material properties.

9. Disposal of scrapped parts

- i. Those responsible for the disposal of scrapped aircraft parts and materials should consider the possibility of such parts and materials being misrepresented and sold as serviceable at a later date. Caution should be exercised to ensure that the following types of parts and materials are disposed of in a controlled manner that does not allow them to be returned to service:
 - a. parts with non-repairable defects, whether visible or not to the naked eye;
 - b. parts that are not within the specifications set forth by the approved design and cannot be brought into conformity with applicable specifications;
 - parts and materials for which further processing or rework cannot make them eligible for certification under an approved system;
 - d. parts subjected to unacceptable modifications or rework that is irreversible;
 - e. life-limited parts that have reached or exceeded their life limits, or have permanently missing or incomplete records;



- f. parts that cannot be returned to an airworthy condition due to exposure to extreme forces or heat; and
- g. principal structural elements removed from a high-cycle aircraft for which conformity cannot be accomplished by complying with the mandatory requirements applicable to ageing aircraft.
- ii. Scrapping of parts and materials may not be appropriate in certain cases when there is an ongoing evaluation process to determine whether a part or material may be restored to an airworthy condition. Examples of these cases include the extension of life limits, the re-establishment of inservice history records, or the approval of new repair methods and technologies. In these cases, such parts should be segregated from serviceable parts until the decision has been made as to whether these parts can be restored to an airworthy condition, or be scrapped.
- iii. Scrapped parts should always be segregated from serviceable parts and when eventually disposed of should be mutilated or clearly and permanently marked. This should be accomplished in such a manner that the parts become unusable for their original intended use and unable to be reworked or camouflaged to provide the appearance of being serviceable.
- a) When scrapped parts are disposed of for legitimate non-flight uses, such as training and education aids, research and development, or for non-aviation applications, mutilation is often not appropriate. In such cases the parts should be permanently marked indicating that they are not serviceable; alternatively, the original part number or data plate information can be removed or a record kept of the disposition of the parts.

Note: For more information an acceptance of components are regulated by Part M and 145 and related AMCs.

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Technical Occurrence Report-Example

Technical Occurrence Report								
1. REFERENCE INFORMATION	ī							
1.1 Reporting Organization Name: Country/Site:		1.2 Date of the finding (d/m/y)		1.3 Infernal Ref. no.				
Approval Ref.: 1.4 Name of submitter		1.5 Telephone no.		1.6 E-mail address				
Signature								
2. REPORT TYPE								
 □ 2.1 Initial finding notification only □ 2.2 Notification of finding with co □ 2.3 Follow-up report on earlier no 	omplete in	vestigation result, specify Ref.	lts.					
3 DETECTION PHASE AND NO	TIFICAT	TION						
3.1 Detection Phase Maintenance		3.2 Detection l	Phase Ope	erations				
□ Scheduled □ Non-Scheduled		☐ Taxi ☐ Take-off ☐ Climb ☐ En-Route	☐ Descend ☐ Appro☐ Landin☐ Hover	oach ☐ Unknown ng ☐ Other, specify:				
3.3 Parties informed ☐ State of I☐ Operator ☐ CAMO ☐ AMO		☐ Type Certif	icate/Appr	roval Holder				
4 AIRCRAFT INFORMATION								
4.1 Aircraft Manufacturer and Ty	pe/Model			4.2 Aircraft Serial Number				
4.3 Operator / Owner				4.4 Aircraft Registration				
4.5 Aircraft Usage Details Since new Since overhaul	Aircraf	t total time (h)	Air	craft total cycles				
Since inspection or defect found								

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5 DEFECTIVE COMPONENT

C DELECTIVE COM	O112112					
5.1 Manufacturer + Address		5.2 IPC Name	5.3 Type no.			
5.4 Part number		5.5 Serial number	5.6 ATA no.	5.7 (E)TSO no.		
5.8 Time since new (h) 5.11 Time since overhaul (h) 5.14 Time since repair/inspection (h)		5.9 Cycles since new	5.10 Date of n	5.10 Date of manufacture 5.13 Date of overhaul		
		5.12 Cycles since overhaul	5.13 Date of o			
		5.15 Cycles since repairinspection	5.16 Date of repair/inspection			
6 CAUSE OF DEFECT ☐ Design	/DEFECTIVE	PART CONDITION(if and an Inadequate	applicable, multipl ☐ Operatio			
_ 2001611	_ 1100000	maintenance				
☐ Fatigue	☐ Corrosio	on Unapproved	parts 🛘 Human	factor		
☐ Other, specify:☐ Part condition, specify						
7 SYSTEM MONITOR	RING					
For any occurrence involuded and/or protection system	ving a system or	component, which is mouch system(s) functioned		by a warning		
8 DETAILS						
Description of Occurrence	ce / Results of oc	currence investigation:				
9 ATTACHMENTS						
☐ Sketch(es):	☐ Report(s):	☐ Nameplate photo ☐ Photo(s), specify	☐ Other, specify:			

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