1.0 PURPOSE

This Order provides background information and guidance for Authority inspectors when evaluating reported failures, malfunctions, and defects as required by the Civil Aviation Regulations, as amended.

2.0 REFERENCES

2.1 Civil Aviation (Air Operator Certification and Administration) Regulations, as amended
2.2 Civil Aviation (Airworthiness) Regulations, as amended

3.0 GUIDANCE AND PROCEDURES

3.1 General Information

3.1.1 Under the provisions of Airworthiness regulations owners/operators of aircraft are required to submit to the Authority reports on failures, malfunctions and defects within 3 days of determining such failures. This requirement provides for further investigations into such failures for the purposes of ‘continuing airworthiness’. Reporting of these ‘Service Difficulty’ matters shall be done on Form AC-OPS031B (see Appendices for sample).

Reportable defects, failures and malfunctions may indicate weaknesses in design, construction or maintenance programmes. The reports required by Airworthiness regulations enable manufacturers and States of Design to carry out in-depth analysis and establish the most likely causes of such failures with a view to improving safety and eliminating probable causes. It is through processes like this that the following, amongst other corrective measures are originated;

a) Continuing airworthiness information i.e. SBs, ADs,
b) Modifications or Alterations,
c) Additional structural inspections,
d) Review of component service life (hard time limits),
e) Review of maintenance intervals and instructions,
f) Corrosion Prevention and Control Programmes (CPCP)
3.2 Reporting

3.2.1 Reporting of these failures is therefore a very crucial part of ensuring continuing airworthiness and maintaining the required safety margin of aircraft in service. Owners, operators and the Authority are obliged by Airworthiness Regulations as amended, to proceed as follows:

   a) list of systems from which such reports are required
   b) reporting within 3 days of determining failure
   c) for locally registered aircraft, CAA to submit a report to State of design
   d) for foreign registered aircraft, CAA to submit reports to State of Registry and State of Design

3.2.2 Operators shall provide the reports in writing in a manner that best describes the nature of the defect, malfunction or failure with all relevant information.

3.3 Procedures

3.3.1 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 email, telephone, telefax or telex report has been entered on the Service Difficulty Report. 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 components; and
   (d) Enabling a more meaningful advisory service to operators.

3.3.2 If there is insufficient details or corrective action is missing the report should be marked “OPEN” and be placed in the “Open Failure, Malfunction, Defect book:

   (a) Where insufficient details are encountered the inspector should notify the operator in writing for a follow up report correcting the concern. 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 is a commitment 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.

3.3.3 When a complete 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 the approved maintenance programmes and contractual arrangements.

3.3.4 where non-compliance is found the inspector should determine whether enforcement action is required and take appropriate action.

3.3.5 The inspector should also take the opportunity to review previous reports and possible trend shifts.

3.3.6 In determining the significance of the item reported, the inspector should evaluate the nature of the failure and the corrective action taken. If the failure was an isolated occurrence or human factors were involved and proper corrective action has been taken, then the report should be filed as “Closed”.

3.3.7 If the Inspector determines that the failure, malfunction or defect was caused by a design fault, then the State of Design and the Type Certificate holder should be advised in writing.

3.3 Follow-up

All reports received from the industry must be filed in the appropriate files for record and follow-up purposes. Similarly records of all forwarded reports must be maintained. Regular follow up should be made in order to establish the corrective action in addressing the malfunctions.

________________________________________

Civil Aviation Authority
## SERVICE DIFFICULTY REPORT

*To be used for reporting of Failures, Malfunctions and Defects as required by Regulation 24 of the Civil Aviation(Airworthiness)Regulations, and Regulation 58 (1) (c) of the Civil Aviation(Air Operator Certification and Administration) Regulations.*

<table>
<thead>
<tr>
<th>1 Aircraft Registration</th>
<th>2 (a) Address of the Civil Aviation Authority</th>
<th>3 Date of Occurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Location:</td>
<td>2 (b) (Address of State of Design Authority)</td>
<td>5 Date Submitted</td>
</tr>
<tr>
<td></td>
<td>2 (c) (Address of Type Certificate Holder)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Make</td>
<td>Serial No.</td>
</tr>
<tr>
<td>7 (a) Aircraft</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b) Powerplant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c) Propeller</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 System/Component</td>
<td>Name</td>
<td>Make</td>
</tr>
<tr>
<td></td>
<td>(assembly that includes Part)</td>
<td>Model</td>
</tr>
<tr>
<td>10 Specific Part</td>
<td>Name</td>
<td>Serial No.</td>
</tr>
<tr>
<td></td>
<td>Number</td>
<td>Part/Defect Location</td>
</tr>
<tr>
<td>12 ATA Code</td>
<td>13 Part TT</td>
<td>14 Part TSO</td>
</tr>
<tr>
<td></td>
<td>15 Part Condition</td>
<td></td>
</tr>
<tr>
<td>16 Comments</td>
<td>Describe the service difficulty and the circumstances under which it occurred. State probable cause and recommended corrective action to prevent recurrence, use reverse side if needed.</td>
<td></td>
</tr>
</tbody>
</table>

**Submitted by:**

- Operator
- AMO
- Air Traffic Controller
- Pilot
- AMEL

**Comments:**

Signature ____________________________

Organisation __________________________