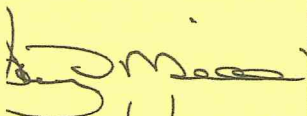


11.4 Reports of Defects or Un-airworthy Conditions – Service Difficulty Report (SDR)

A serious defect or recurring un-airworthy condition is one that is not covered or contemplated by a manufacturer's Instructions for Continued Airworthiness (e.g., repair, maintenance or overhaul manuals), Service Bulletins, service letters, Airworthiness Directive, and/or other data acceptable to or approved by the FAA.

Quality Manager's
Signature/Date:


07/13/2017

The Quality Manager is responsible for the proper and timely filing of reports on serious defects and recurring un-airworthy conditions. These reports will be made within ninety-six (96) hours or less, as instructed by customer, after discovery on a form and in a manner prescribed by the FAA and customer. The report will be made on FAA Form 8070-1 Service Difficulty Report (SDR) and describe the defect or malfunction completely, without withholding any pertinent information. The 8070-1 SDR shall be forwarded to Oklahoma City via email (isdr web site).

If the defect could result in an imminent safety hazard to flight, the FAA office will be provided a preliminary report via telephone or electronic means.

If the report may prejudice the repair station, the Quality Manager will notify the responsible FAA office and develop with them an appropriate disposition consistent with the FARs.

11.5 Report Suspect Unapproved Parts (SUP)

If at any time within the repair process a possible SUP part is identified it will be routed to the Quality Manager to review. It is the responsibility of the Quality Manager to report suspect parts through the Aviation Safety Hot Line Program Office and the respective owner of the part. Although reports may be submitted in any format, the public is encouraged to submit a SUP report on FAA Form 8120-11. A copy can be access an electronic copy of the form at <http://www.gov/aircraft/safety/programs/sups>.

Training for SUP items: at a minimum the Receiving and Final inspection shall receive SUP Annual Training.