Federal Aviation Agency



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SUBJECT: INTERCHANGE OF SERVICE EXPERIENCE - MECHANICAL DIFFICULTIES

- 1. <u>PURPOSE</u>. This advisory circular provides information on the subject of voluntarily exchanging service experience data that may be used to improve the durability and safety of aeronautical products.
- 2. CANCELLATION. Advisory Circular No. AC 20-23 is cancelled.
- 3. <u>DISCUSSION</u>. The Malfunction and Defect Report, FAA Form 1226, and the General Aviation Inspection Aids publication, Advisory Circular No. AC 20-7, have been directly related for a number of years, and the success of this program has been established by hundreds of responses to a recent survey. There were, however, a number of responses that indicated many people in the general aviation community were unaware of the following:
 - a. Completed FAA Forms 1226 received from owners, operators, mechanics, repair stations, inspectors, etc., are reviewed by the FAA Flight Standards. The condition or difficulty is then brought to the appropriate aeronautical product manufacturer's attention. As complete data becomes available and it is evident that the condition or difficulty is not an isolated problem, the item is prepared for publication in the Aids.
 - b. The information in the Aids publication is in no way intended to be critical of any manufacturer or his product; rather, it is intended to alert the aviation community to data gained from service experience. When possible, and if the information is made available, the readers attention is directed to the manufacturers' recommendations for improvements to their products. Therefore, the information in the publication is usually of value and interest to everyone, including aircraft owners, operators, and pilots. The recommendations contained in the Aids are not mandatory.

c. To advance the exchange of information in the Aids publication, the FAA encourages everyone in the aviation community to report their service experience promptly on FAA Form 1226, Malfunction and Defects Report, commonly referred to as an M & D Report. Copies of this form may be obtained, free of charge, from most airport managers or at any FAA Flight Standards District Office. The form requires no postage and is normally preaddressed to receive prompt preferential handling.

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NOTE: For the purpose of accurately determining the scope, complexity, and growth of service conditions, it is essential that all experiences be reported as they occur, even though such information may already exist in the General Aviation Inspection Aids publication. The results of such cooperative action, on the part of everyone concerned, will provide the means for measuring the validity and effectiveness of corrective actions taken by manufacturers and the FAA.

d. The General Aviation Inspection Aids are published monthly and summarized annually. A basic subscription consisting of a summary and supplements is available from the Superintendent of Documents, U. S. Government Printing Office, Washington, D. C. 20402, price \$1.50 (\$2.00 foreign).

C. W. Walker

Director

Flight Standards Service

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