



ADVISORY CIRCULAR

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

SUBJECT: INTERCHANGE OF SERVICE EXPERIENCE MECHANICAL DIFFICULTIES

1. **PURPOSE.** This advisory circular provides information on the voluntary exchange of service experience data used in improving durability and safety of aeronautical products.
2. **CANCELLATION.** Advisory Circular 20-23C, dated 5/9/69, is cancelled.
3. **BACKGROUND.** Malfunction or Defect Report, FAA Form 8330-2 (OMB: 04-R0003) has been provided as the principal means for reporting malfunctions or defects encountered through the operation, servicing, and maintenance of aeronautical products. Through this source, the Federal Aviation Administration is materially aided in increasing reliability and safety by bringing this data to the attention of the product manufacturer and, when appropriate, publishing General Aviation Inspection Aids or issuing Airworthiness Directives.
4. **DISCUSSION.** Due to the continuing expansion of the aviation industry and the vastly increased complexity of aircraft, systems, and maintenance, the Federal Aviation Administration utilizes the most modern and efficient methods and equipment for collecting, analyzing, and disseminating aircraft reliability data. The heart of this service difficulty program is the computerized Maintenance Analysis Center (MAC).
 - a. **MAC receives service difficulty information** from a variety of sources such as from FAA inspection reports, accident investigation reports, air carrier Mechanical Reliability Reports, manufacturers, Malfunction or Defect Reports, and from the general aviation community.

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- b. MAC needs your continuing input to be completely effective. Everyone concerned with general aviation is urged to report their service experiences promptly utilizing FAA Form 8330-2 (OMB: 04-R0003), commonly called an M or D Report. Copies of this form are available, free of charge, from most airport managers, repair agencies, or any FAA Flight Standards District Office. The form requires no postage and is preaddressed to receive prompt, preferential treatment.

WHEN A SERVICE DIFFICULTY IS NOTED--REPORT IT!

- c. MAC processes M or D service difficulty information into the automatic data processing bank which brings maintenance reliability trends into focus. From this information, General Aviation Inspection Aids or Airworthiness Directives may be developed. Although a fully completed FAA Form 8330-2 (OMB: 04-R0003) is preferred, forms containing only readily available data are acceptable.



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