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SERVICE INFORMATION LETTER

No.: **BL-STC-GEN-003**

Date: Sept. 13th, 2023

To: All Mecaer Aviation Group helicopters and product Owners, Operators and Maintenance Centers

Subject: Occurrence Information Record (MOD-DOA-OIR-002)

NOTE: This document supersedes previous Service Information Letter no. BL-STC-GEN-001

Dear Customer / Operator,

With this Service Information Letter, **M**ecaer **A**viation **G**roup (MAG) informs that a new "Occurrence Information Record" (MOD-DOA-OIR-002), enclosed to this letter, has been released to be used as main tool in order to notify any relevant event (see Field 10 of the attached form) on Your product. Attached to this letter is the "Occurrence Information Record" form and the relevant instructions to be followed for occurrence reporting.

MAG takes the occasion to highlight the importance of informing MAG (TCH/STCH of your product) as soon as an event occurs in accordance with Commission regulation (UE) N. 748/2012 – Annex 1 Part 21.

This form replaces the old one that you might find in your Owner's Manual.

Should you need further information, do not hesitate to contact us, **M**ecaer **A**viation **G**roup - *Continued Airworthiness*.

Best regards.

MECAER | AVIATION | GROUP

OCCURRENCE INFORMATION RECORD

(4)**Control Number** (MAG reserved):

(5)**Date of reporting:**

(1)**REPORTING ORGANIZATION**
(company name, address, telephone number and e-mail)

(2)Company Approval Reference (if any)

(3)Name of submitter

Submit to:

MECAER AVIATION GROUP
Continued Airworthiness
Office of Airworthiness
Via dell'Artigianato, V° traversa, n. 1
63076 Monteprandone (AP) - Italy
Ph: +39 0735 7091
Fax: +39 0735 709369
E-mail: occurrences@mecaer.com

(6)PRODUCT	
(6.1)Manufacturer and A/C Type Model:	
(6.2)Serial Number:	
(6.3)Aircraft Registration Number:	
(6.4)Operator/Owner:	
(6.5)Total Time at occurrence:	
(6.6)Usage details	

(8)FINDING	
(8.1)DATE	
(8.1)LOCATION	
(8.2)ATA CHAPTER	
(8.3)DETECTION PHASE (e.g. flight, take off, landing, scheduled/not scheduled maintenance, taxi)	

(7)PART AFFECTED	
(7.1)Denomination	
(7.1)P/N	
(7.1)S/N	
(7.2)Manufacturer	
(7.3)Total Time at occurrence:	
(7.4)Last Overhaul Total Time and Date	

(9)NEXT ASSY	
(9.1)Denomination	
(9.1)P/N	
(9.1)S/N	
(9.2)Manufacturer	
(9.3)Total Time at occurrence:	
(9.4)Last Overhaul Total Time and Date	

OCCURRENCE DESCRIPTION

(10) Type of event

☐ failure	☐ malfunction	☐ defect	☐ error
☐ near miss	☐ hazard	☐ other, specify_____	

(11) Narrative

(12) Supposed cause

(13)OCCURRENCE ATTACHMENTS

IN CASE THE OCCURRENCE REPORTED CONCERNS A DEFECTIVE PART DISCARDED FROM SERVICE BEFORE SCHEDULED REPLACEMENT, SEND IT TO MAG FOR ANALYSIS.

INSTRUCTION TO FILL MOD-DOA-OIR-002

1. **Reporting Organization –** Name of the reporting organization or person (mandatory field)..
2. **Company Approval Reference -** EASA Approval Reference of the reporting organization, when relevant: e.g. ***EASA.21J.xxxx***, … **–** or a national Approval Reference of the reporting organization.
3. **Name of submitter -** The point of contact within the reporting organization for this occurrence.
4. **Control Number** – Internal reference number for this occurrence (field reserved to MAG)
5. **Date of reporting –** The date of the present occurrence report.
6. **Product Information**: This block contains information on the product (aircraft) involved.
   6.1. **Manufacturer and A/C Type Model –** insert details about aircraft.
   6.2. **Serial number** – The serial number of the aircraft.
   6.3. **Aircraft Registration** – If the aircraft is registered then this mark will be the registration mark. If the aircraft is not registered, then this will be such a mark that is accepted by the competent authority.
   6.4. **Operator/Owner –** The name of the Operator or the owner of the involved aircraft, if applicable.
   6.5. **Total Time at occurrence –** Total time (hours). The total time is the elapsed calendar time in hours since new.
   6.6. **Usage Details** – This block should contain information on the usage details of the aircraft.
7. **+Part Affected**: This block contains information on the part involved.
   7.1. **Denomination, P/N and S/N** – details of the part affected by the occurrence.
   7.2. **Manufacturer:** The name and country of the part manufacturer (if different from MAG).
   7.3. **Total Time at occurrence -** total time (hours). The total time is the elapsed calendar time in hours since new.
   7.4. **Last Overhaul Total Time and Date –** Insert the hours recorded at the last overhaul of the part affected and the date.
8. **Finding**: This block contains information on the occurrence finding.
   8.1. **Date & Location** – details of the occurrence reported.
   8.2. **ATA Chapter** – The ATA Chapter (2 digits) describing which area predominantly contributes to the occurrence. A list of ATA Chapters is provided in Appendix.
   8.3. **Detection phase:** Insert in which phase the occurrence has been detected.
      - Manufacturing: The occurrence took place / the finding was made during manufacturing process
      - Scheduled Maintenance: The occurrence took place / the finding was made during scheduled maintenance.
      - Non-scheduled Maintenance: The occurrence took place / the finding was made during unscheduled maintenance.
      - Standing: The occurrence took place when the aircraft was standing, e.g., during ground handling or while parked.
      - Taxi: The occurrence took place when the aircraft was taxiing to or from the runway.
      - Take-off: The occurrence took place when the aircraft was taking off.
      - Climb: The occurrence took place when the aircraft was climbing to cruise level.
      - En-route: The occurrence took place when the aircraft was flying at cruising level.
      - Descent: The occurrence took place when the aircraft was descending from cruising level.
      - Approach: The occurrence took place when the aircraft was on approach to an airport.
      - Landing: The occurrence took place when the aircraft was landing.
      - Hovering: Flight phase to be used for helicopters when hovering.
      - Manoeuvring: The occurrence took place when the aircraft was performing manoeuvres, such as e.g., aerobatic flights, aerial spraying.
      - Unknown: The detection phase is not known.
      - Other, specify: In case the detection phase is not mentioned above, the relevant phase can be specified here.
9. **Next Assy**: This block contains information on the next assy of the affected part.
   9.1. **Denomination, P/N and S/N** – details of the part affected by the occurrence.
   9.2. **Manufacturer:** The name and country of the part manufacturer (if different from MAG).
   9.3. **Total Time at occurrence -** total time (hours). The total time is the elapsed calendar time in hours since new.
   9.4. **Last Overhaul Total Time and Date –** Insert the hours recorded at the last overhaul of the next assy of affected part and the date.
10. **Type of event:** mark "failure, malfunction, defect, or another occurrence" if the subject report is originated outside the organisation and it is related to an event which cause or might cause adverse effects on the continuing airworthiness of the product, part or appliance covered by the type-certificate, supplemental type-certificate, or major repair design approval deemed to have been issued under Part 21. Mark "error, near miss or hazard" if the report does not fall under the first point and is part of the organisation internal reporting scheme (i.e., reported by the organisation staff).
11. **Occurrence Description / Narrative** – Provide here a description of what happened or a description of the finding.
12. **Occurrence Description / Supposed Cause -** If the Reporting Organization found some evidence that could allow the identification of the occurrence cause, provide here these details and the hypothetical origin.
13. **Occurrence Attachments**: List here the type (report, photo, etc.) and name (description of content) of all attachments provided. The associated file(s) should be provided as attachments to the email sending the occurrence report.