

M&E ASAP

AVIATION SAFETY ACTION PROGRAM

The Aviation Safety Action Program is a joint program between the Company, FAA and TWU.

The Program objectives are

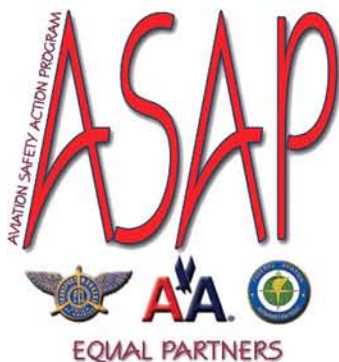
- to assist in preventing accidents and incidents
- to enhance FAR compliance

through a voluntary, non-punitive self-reporting system.

New TWU M&E ASAP Website

asap.twu.org

A new website is now available on-line that provides a wealth of information for the TWU membership about the ASAP program. It can be found using the following link: asap.twu.org. The website is designed to provide users with the following information:



[Important Notices](#)

[Program Information](#)

[M&E ASAP Points of Contact](#)

["Submit an ASAP" report link](#)

[Resources](#)

[ASAP Frequently Asked Questions \(FAQs\)](#)

Recently, changes within the FAA have brought an increase in the number of FAA Letters of Investigation (LOIs) issued to our TWU mechanics and dispatchers. The FAA has communicated their intent to increase surveillance, specifically targeting personnel compliance with the end result being stiff penalties against individuals including taking license action when they find FAR violations or substandard work. It is important for all employees to be aware that with this change in oversight by the FAA, must come an understanding by maintenance and dispatch employees system wide of the following:

FULL COMPLIANCE is critical.

THINK ASAP - If you receive an FAA LOI, you can elect to file an ASAP report; however, you must file your report within 24 hours of receiving your letter from the FAA.

LOI RESPONSE - The TWU ASAP Representative, or an alternate, and the TWU attorney can assist you in your response to an FAA LOI.

FAA DISCUSSIONS - If an FAA inspector wants to talk to you informally, contact your union representative. Sometimes an informal discussion can clear things up. If an inspector wants to speak with you, politely say that you will get back to him or her and then contact your union representative for advice.

Be sure to check out the ASAP website for more information on guidelines for submitting reports into ASAP, who to contact within the TWU with questions, and links to ASAP training modules, Human Factors information, etc.

ASAP is available to any AA Part 121 or 145 Repair Station employee group, certificated or un-certificated persons, involved in safety-related operations who perform, approve, or support maintenance on FAA certificated products or component parts.

Maintenance & Engineering ASAP

Missing B767 Wheel Spacers Continue To Be an Issue

Over the past several years, failing to install B767 main landing gear wheel spacers have cost American Airlines millions of dollars in lost revenue due to out of service aircraft.

In 2001, American, in conjunction with the TWU and the FAA, conducted a System Analysis Team (SAT) to review the available data and recommend solutions to correct the issue. At the time, MCM card 32-96-50 was not an RII requirement, nor was there a confirmation check requirement. Therefore, the major outcome of the SAT was to bring a heightened awareness to maintenance personnel of the critical task of ensuring that the spacer is installed. The intent was to ensure that the mechanic accomplishing the job understood that the spacer installation was, in fact, a "critical" step and that if missed could cause catastrophic damage. The System Analysis Team determined that the best way to address the issue was to add a "Critical Items Check" along with additional training.

The implementation of the SAT recommendation seemed to have an impact for a while. However, recently, the ASAP program has reported that missing B767 wheel spacers has become a problem. This time, in June 2008, AA determined that due to the increased risk, the issue warranted changing MCM 32-96-50 card to an RII requirement. Likewise, Maintenance Training issued an updated version of the B767 Wheel and Brake Change computer-based-training (CBT) to include the new requirement.

The awareness of maintenance personnel of the importance of the installation of the spacer is even more critical because, from a regulatory standpoint, the FAA is now beginning to focus on the mechanic. That means more Letters of Investigation (LOI's) are being sent to the mechanics entrusted with making sure AA's aircraft are safe, as opposed to historically relying on American Airlines to find better ways to address the issue.

Everyone has a role to play. American Airlines is responsible to ensure that adequate policies and procedures are in place. Through interaction between American Airlines, the TWU and the FAA, we have taken great steps to ensure our mechanics have what they need to be successful.

It is understood that our mechanics operate in significantly difficult surroundings; however, this does not mitigate their responsibility, it instead enhances the need for being cognizant of these challenges. Regardless of the challenges within the work environment, the mechanic on the ground is



For more information and detailed diagrams for proper tire installation procedure, familiarize yourself with the B767 Tire Install Critical Items Check (CBT) Training course T-6061 and MCM 32-96-50.

ALWAYS carry the card with you and refer to it during each step on the task!

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Maintenance Errors Resulting from Human Factors

The following are some recent examples of Maintenance ASAP Reports that highlight the role Human Factors play in your everyday tasks. It is important to understand these factors that, if gone uncorrected, can easily lead to maintenance errors that could compromise safety. Always remember that, ultimately, you are the last line of defense to ensure safety and compliance. Know what you are signing for before you signoff a task!

Lack of Resources
Lack of Communication

"I was informed by management that [aircraft] had an air interrupt because it was unable to pressurize. I came in on early call and was told to change out the nose gear steering valve that had already been started. The cover(panel) over the nose gear steering valve had been partially removed when I took over the job. I finished removing the cover (panel) and found that the towing bypass lever was sticking. Myself and another AMT replaced the seals on the bypass lever and ops check leak checked ok. I reinstalled the cover (panel) over the nose gear steering valve and signed off the open items on the E58. I misunderstood that the nose gear steering valve cover (panel) that I found partially removed and reinstalled was not the one that was written up on the E58. The actual panel that was partially removed is in the FWD left hand side of the nose wheel well. There was no M/M reference paper work to show a location of this panel. Not thinking that a panel so far away from the problem with the steering valve was partially removed I signed off the nose gear steering valve cover (panel) thinking that this was the panel written on the E58."

Always refer to Maintenance Manuals...Never assume anything...

Lack of Communication
Norms

"While performing the duties as an Acting C/C on the DayShift, I had inherited an A/C from the NightShift with an inbound write up of slow acceleration, with prior history. The Fuel Control was already changed by the NightShift AMT's, but needed to be trimmed. We had Over-Time to cover this task; as there was only two AMT's on the DayShift. Conflicting scheduling of the run-up pad, left us getting there late. After being trimmed, the AMT's came in to sign off paperwork (logbook-in bound pirep/work cards). While helping another AMT look up information within the MM, and the Supervisor working the paperwork was trying to make scheduled departure time and get the AMT's off duty. The Supervisor handed me the logbook to sign for the Aircraft Release. I saw the RII block was signed for; but had no expiration date next to the name. I asked the Supervisor "was the expiration date requirement now in effect". He stated "No it goes into effect, the first of the year." I signed for the required Aircraft Release. I made an administrative error of not checking the GPM and relying on my Supervisor's word, I released the A/C back to revenue service."

Don't rely on others ... Stay current on GPM and Procedural Changes...

ASAP Primary TWU Contact List

Brad Brugger - TWU ASAP Coordinator
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Bob Van De Loo – TWU ASAP DFW
Line Maintenance Representative
(817) 874-0798

Kevin Ball – TWU ASAP LAX/SFO
(310) 936-8891

Ernie Tiogo – TWU ASAP MCI
(816) 536-2446

Doug Housely – TWU ASAP AFW
(817) 875-9005

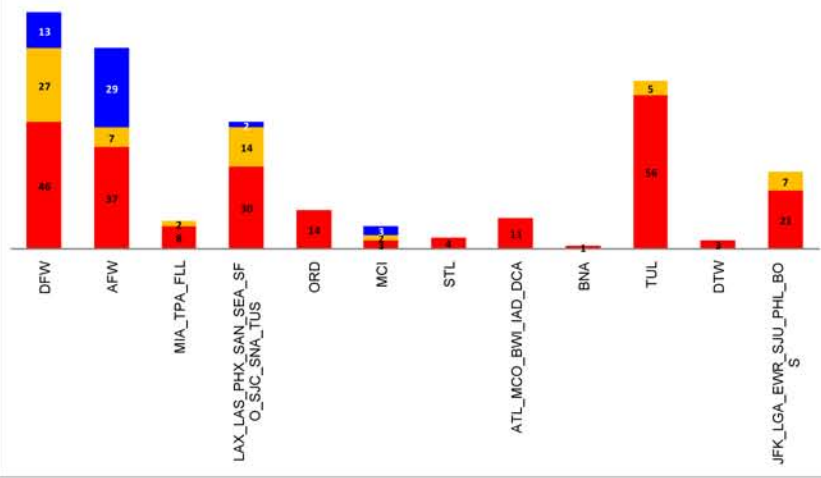


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Looking Back on 2008

Reports Received by Station/Local 2008

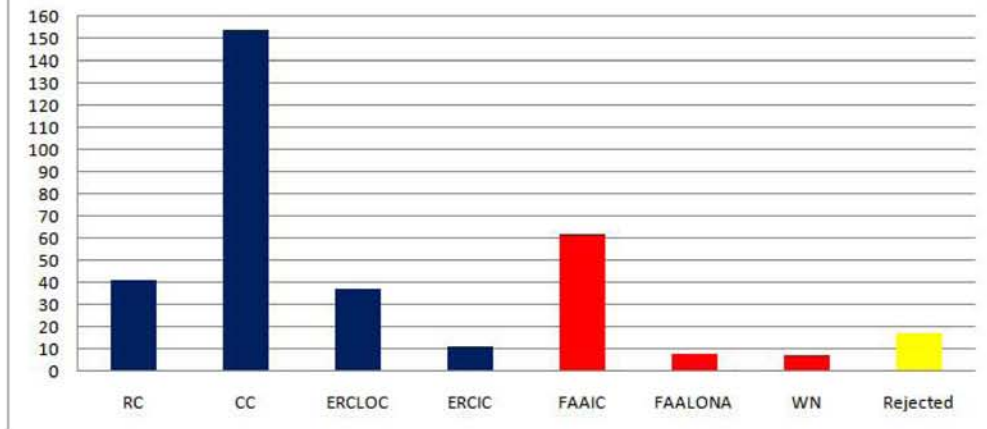
Sole Source Compared to Non-Sole Source
 Sole Source Non-Sole Source Non-Sole Source (LOI)



Last year the aviation industry saw the effects of an unexpected change in airline oversight by the FAA with the onset of the Airworthiness Directive (AD) audits. With this change in oversight came an increase in FAA issued Letters of Investigation (LOI) to individual mechanics questioning work accomplished. While ASAP reports stemming from an FAA LOI most often are accepted into ASAP, they are considered non-sole source reports since the issue was known to the FAA prior to the filing of the report into ASAP. This resulted in a huge increase in the non-sole source reports submitted into the ASAP program in 2008. The chart to the left reflects a total of 345 reports for 2008 grouped by Locals.

The majority of the reports accepted into ASAP in 2008 were closed with ASAP Event Review Committee Administrative Action. Due to the high number of Non-Sole Source reports, some were closed with FAA Administrative Action. Approximately 46% of the reports accepted into the program were closed Custom Close (CC) while 19% were closed with an FAA Informal Counseling session (FAAIC). Seventeen reports were not accepted into the program.

Reports by Closure Type 1/1/08 through 12/8/08



Accepted sole source reports, even if a violation occurred, are closed with an ERC Response **Routine Close (RC), Custom Close (CC), ERC Letter of Correction (ERCLOC) or ERC Counseling (ERCIC).**

Accepted non-sole source reports, are closed with an ERC Response or FAA Administrative Action **FAA Letter of No Action (FAALONA), FAA Informal Counseling (FAAIC), FAA Warning Notice (WN) or FAA Letter of Correction (FAALOC).**

The ERC may also recommend corrective action solutions to American Airlines for improvements to policy, training, procedures and/or aircraft equipment modifications or to individual employees for skill enhancement or additional training.

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For more information, visit asap.twu.org or send an email to asap@twu.org.