

# IMPORTANT NOTICE

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

1) **FULL COMPLIANCE** is critical. We know our mechanics are the best in the industry but we all have to emphasize that strict adherence to guidance/paperwork must be maintained at all times. Keep in mind, when working Airworthiness Directives (ADs), standard practices DO NOT apply. AD's must be followed to the letter, including only parts/materials specifically called out. Following a standard practice that goes against the paperwork guiding the task at hand, regardless of good intentions on the part of the maintenance person involved, will still be viewed as Non-Compliance by the FAA. Also you may not defer/placard work unless that is specifically allowed, if it is unclear whether you can placard, do not do it. Additionally, when you sign-off on work it means you have done it as required, so be sure that you have accomplished what you have signed for in accordance with the Manual, work card etc., and do not sign off until you are done. If you question a written procedure, even if it is one you are familiar with, it is in your best interest to notify your Supervisor or Engineering immediately for explanation/correction.

2) **THINK ASAP.** If you do receive an LOI (or if you are made aware of an incident you may have been involved with) you can file an ASAP report. However, in order for it to be accepted into the ASAP program it must be filed no later than 24 hours of being made aware of an incident or in the case of an LOI within 24 hours of your signing for receipt of the LOI.

3) **LOI RESPONSE.** If you receive an LOI, you have 10 days from receipt of the letter to respond. Your TWU ASAP representative and the TWU attorney will help you with your response, but you will need to send us a copy of the LOI and your explanation/defense (preferably by e-mail as a WORD document, other computer file or in the e-mail text) as soon as possible so we can help you with your response. Take these letters seriously, even if you think that you did nothing wrong.

4) **FAA DISCUSSIONS.** If an FAA inspector wants to talk to you informally, contact your union representative. Sometimes an informal discussion can clear things up. But if there is an investigation, you have a right to respond in writing with the help of the union and our attorney. 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.

We at the Transport Workers Union recognize the significant changes that are taking place within our industry. However, we continue to believe that our AMTs know their job better than any other in the industry. You take great pride in your job and maintain a superior level of expertise and confidence. Arm yourself with this information as you perform your daily functions. Do your part to ensure the longevity and success of Aviation Maintenance at American Airlines and, more importantly, the safety of our customers.

Fraternally,



Brad Brugger  
TWU ASAP Coordinator



For more information on the M&E ASAP Program,  
visit [asap.twu.org](http://asap.twu.org).

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