

Information Bulletin

I.B. No: 030

Aircraft Type: T67A, T67B, T67C Series, T67M, T67M-MkII, T67M200, T67M260 and T67M260-T3A

Title: UER SYSTEM AND COMPONENT ENGINEERING REPORTS

(A) UER SYSTEM:

The Slingsby UER (User Experience Report) system is for use by owners, operators and maintenance organisations. The UER is used to inform Slingsby of operational problems, defects, servicing issues, manual/bulletin errors/clarification, suggested modifications, ground equipment issues, spares, etc. A UER form has been attached to this Information Bulletin for use as an original for copying purposes, additionally an electronic form is available upon request from pam.sherlock@slingsby.co.uk as a Word document. UERs can be submitted by post, fax or email.

The UERs are normally discussed at a weekly meeting. However, airworthiness issues are investigated upon receipt at Slingsby Aviation Ltd.

The results of the UER investigation will be distributed to the owner/operator/maintenance organisation via the UERAF (User Experience Report Action Form).

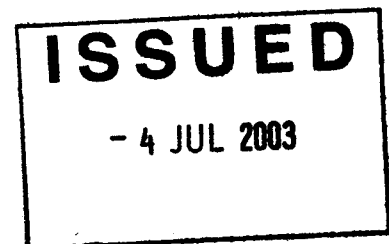
Note:

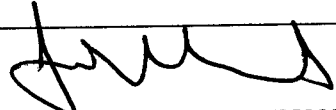
Customers having a formal Technical Support Contract with SAL will be given priority unless the UER has airworthiness implications.

(B) COMPONENT FAILURES:

Any component that has failed in-service and is the subject of a UER or Incident Report or Occurrence Report investigation, should be returned to SAL for further investigation: OR the component may be sent direct from the owner/operator/maintenance organisation to the vendor/overhaul agency. In the latter case, the purchase order should specify that an engineering report is required. Upon receipt of the engineering report, a copy referencing the UER or Incident Report or Occurrence Report number, as applicable, should be sent to SAL. The report or covering correspondence should include the component serial number, component hours at failure, aircraft type and works number.

For further information, please contact SAL Customer Support Department.



Approved by: 	Date: 4 th July .03	Issue 1
For and on behalf of SLINGSBY AVIATION LIMITED	Page 1	of 1
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