

# Manufacturer's Service Documents

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Presented by:  
**Darren Lovato**  
**President/FAA DER**  
**DER Technologies, Inc.**

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# Overview

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## **Service Documents**

- Definition(s)
- Types

## **Service Document Usage**

- Who can Publish Service Documents
- Benefits of Service Documents
  - For the Manufacturer
  - For the Customer

## **Approval of Service Documents**

- What is Approvable?
- Who can Approve?
- When is Service Document Compliance Mandatory?

# Definitions of “Service Document”

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## AC 20-114 Manufacturers’ Service Documents (10/22/1981)

“.. publications by a type certificate holder or appliance or component manufacturer that communicate useful information relative to safety, product improvement, economics, and operational and/or maintenance practices.”

### Typical Forms include:

- Service Bulletins
- All-Operators’ Letters
- Service Newsletters
- Service Digests or Magazines

### Excluded Publications Include:

- Flight Manuals
- Certain Maintenance Manuals

### *Same Basic definition found in:*

- *Order 8110-54 ICA (7/1/2005)*
- *AC 43-210 Procedures for Approval of Data, Major Alteration/Repairs (2/17/2004)*

# Definitions of “Service Document”

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## AC 120-77 Maintenance and Alteration Data (10/7/2002)

“Publications by a design approval holder that provide acceptable methods, techniques, and practices for performing maintenance, preventive maintenance, and alterations..”

Typical Forms include:

- Maintenance Manuals
- Overhaul Manuals
- ICAs
- Component Maintenance Manuals
- Structural Repair Manuals
- Service Bulletins, Letters or similar Information

# Types and Content of Service Documents

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For the purpose of this Presentation, Service Documents include:

- Service Bulletins
- Service Letters
- All-Operators Letters

Generally Inform Users of Recommendations and Information on:

- Product Improvements
- Available Alterations
- Operational and/or Maintenance Practices
- Suggested Repairs, Inspections, etc.
- Economics

# OEM Service Documents

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## Benefits to the PMA Applicant:

- Eligibility Substantiation
- System Description
- Performance Issues
  - Design Improvements
  - New materials or coatings
  - Repairs
- Dimensional data
- Material Data

# Service Documents by a PMA Holder

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## Benefits:

- Explain Design Improvements
  - Address OEM performance issues
  - Obsolete existing repairs
- Address certain claims from OEM Service Documents
- Notify customers (or potential customers) of your approved alternate parts

# Approval of Service Documents

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- **Who can Approve Service Documents**
- **What Information & Data Requires Approval**
- **Mandatory compliance with Service Documents**



# Approval of Service Documents

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Manufacturers are not required either to coordinate service documents with the FAA or to gain FAA approval of these service documents prior to publication or distribution

Manufacturers are required to gain FAA approval of all major type design changes and to provide operators with descriptive data covering required design changes to their products.

When approval is required, it must be provided by either FAA regional engineering offices or appropriately authorized FAA designees (DER or ODA).

# Approval of Service Documents

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It is the operator's responsibility to ensure the technical data contained in service documents has been approved.

Only data that has a regulatory basis can be approved.

If FAA approval **is** obtained by the publisher, an acceptable statement is: "The FAA has approved the technical content of this Service Bulletin"

Avoid statements such as "DER Approved", "FAA/DER Approved" or "DOA/DAS/ODA Approved" (per AC 20-114)

# Compliance with Service Documents

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Compliance is at the operators discretion, unless it is mandated in an Airworthiness Directive.

If compliance with a Service Document is listed in an AD as an acceptable terminating action, the Service document must be listed by number, revision level and date.

Use of different revision levels would require an AMOC.

# References – FAA Guidance Material

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AC 20-114	Manufacturers' Service Documents
Order 8110-54	Instructions for Continued Airworthiness
AC 120-77	Maintenance and Alteration Data
AC 43-210	Standardized Procedures for requesting Field Approval of Data, Major Alteration and Major Repairs
Order 8110.37D	DER Handbook
AC 33.4-1	Instructions for Continued Airworthiness

# Thank You for Your Attention

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## Questions?

Presented by:

**Darren Lovato**  
**President/FAA DER**

**DER Technologies, Inc.**

775 -722 - 4950  
dertech@sbcglobal.net