

[REDACTED]

From: Gregg Brown
Sent: Monday, June 5, 2017 9:40 AM
To: Trevor Stedke; Landon Nitschke; Jim Sturgis; Shawn Jensen; George Tompkins; Lonnie Warren; Jack James; Scott Colling; John Brutlag; Mark Wibben; Steve Miller; Kent Horton
Subject: Fwd: FAA - EWB17573 - Deviation Notification
Attachments: NDL EWB17573.pdf; Cargo Door Handle Housing Assemblies.pdf

Good morning,

As you will read, the FAA position is that we should not have had this document in circulation. From an "effective resolution" perspective, we will likely need to communicate to all Leaders the proper methods of providing guidance to our Employees.

One of the concerns voiced (in person) by the FAA Regional Investigators is that, although not an official document as far as Tech Ops is concerned, our Leaders did not remove it from circulation once aware of its existence.

I don't think anyone at FAA views this to be an intentional deviation, but it is being viewed as a deviation nonetheless. That said, I think we'll be fine once we fully discuss and address via communication.

More to come.

Gregg

----- Forwarded message -----

From: "John.J.Clark@faa.gov" <John.J.Clark@faa.gov>
Date: Mon, Jun 5, 2017 at 6:58 AM -0600
Subject: FAA - EWB17573 - Deviation Notification
To: "Gregg Brown" <Gregg.Brown@wnco.com>
Cc: "Barry Brown" <Barry.Brown@wnco.com>, "Floyd.A.Richardson@faa.gov" <Floyd.A.Richardson@faa.gov>, "William.T.Satterfield@faa.gov" <William.T.Satterfield@faa.gov>

Mr. Brown,

The attached is a notification of potential or actual deviation from regulations or standards.

As the letter states, we are formally notifying you of this matter so that you may participate with us in an open and transparent exchange of information to investigate this concern, determine root cause(s), and to ensure effective resolution.

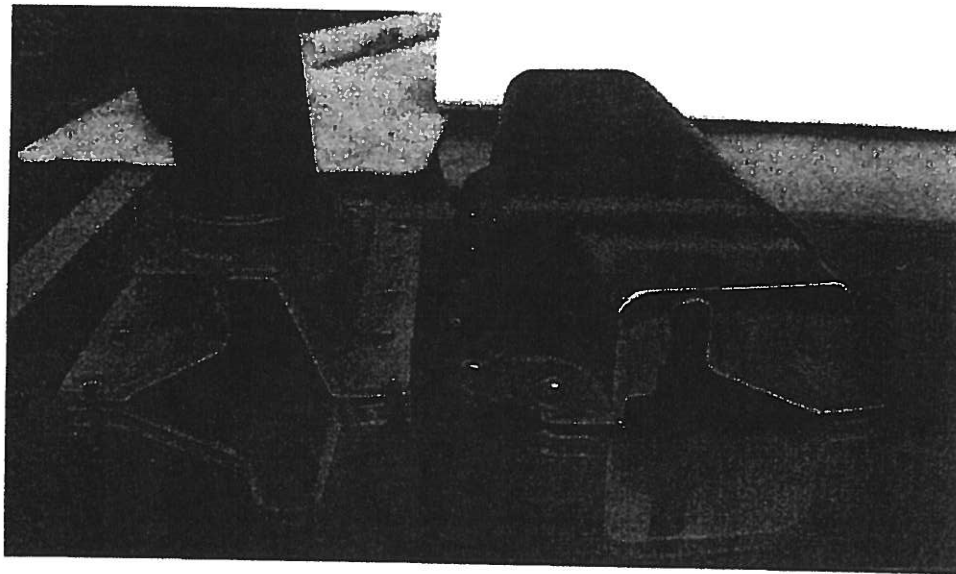
Please contact me for any further clarification or assistance.

Sincerely,

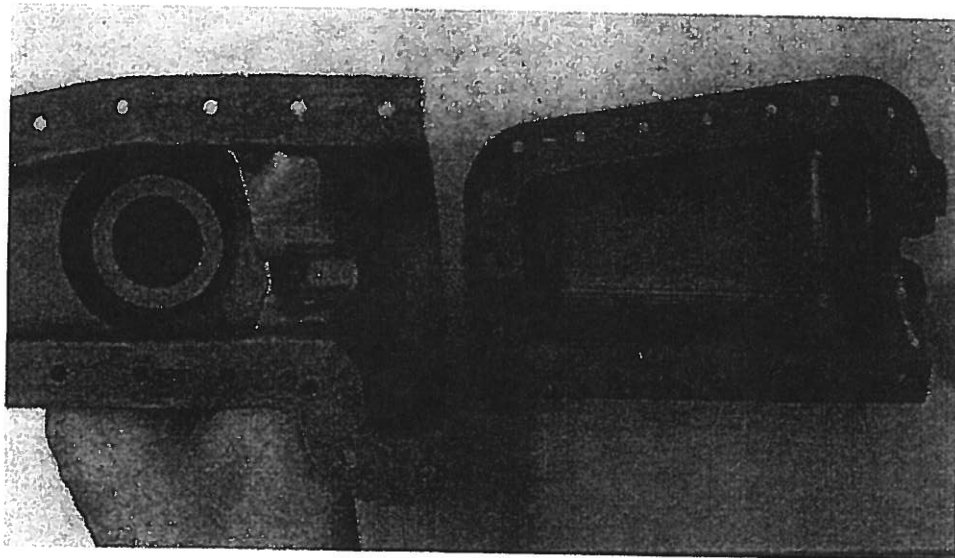
John J. Clark
Federal Aviation Administration
Direct: 1-214-277-7776
Email: John.J.Clark@FAA.GOV

Cargo Door Handle Housing Assemblies

- There are two different type housing assemblies and they are distinctly different in appearance.
- The old style PN# 103654-*** Housing on the left is approximately .120" thick in the area of wear. This type housing can be found on Classic and NG aircraft.
- The new style PN# H414-*** Housing Assembly on the right is much more substantial in thickness and would almost never need to be replaced due to the wear we are seeing caused by the missing Teflon bumper on the door handle. This type housing can be found on some NG aircraft.
- As always, before installing parts, please consult the IPC.
- CMM 52-36-15 minimum wall thickness of the housing is .060" after repair.



You can determine if you have a new style housing by looking from the outside into the cup where you'd find mill lines from the CNC process if it was indeed a new style housing (Right side).



The point of the (picture below) is to demonstrate one method to quickly assess if the housing could possibly be within limits or not (before blending). Also it is important to note that you may find that the housing has already been blended previously causing difficulty in determining remaining thickness.

Example: If you find that you have wear on an old style housing (as shown below) you can use a #53 drill bit that is .0595" and can quickly determine (before blending) if the wear is within limits or not. There are other ways to mechanically measure so you can choose whichever one you find that works best for you. If the housing is blended, it would then require an ultrasonic measurement for confirmation of remaining material thickness and a HFEC after blending.

