

Continuing Airworthiness Notice – 05-002 Rev 1



Manufacturer Service Information Compliance

23 April 2024

Issued by the Civil Aviation Authority of New Zealand (CAA) in the interests of aviation safety. A Continuing Airworthiness Notice (CAN) is intended to alert, educate, and make recommendations to the aviation community. A CAN contains information and guidance about an airworthiness concern that does not meet the criteria for an Airworthiness Directive (AD). The inspections and practices described in this CAN must still be carried out in accordance with the applicable NZCAR Parts 21, 43 and 91.

CAN numbering is by ATA Chapter followed by a sequential number for the next CAN in that ATA Chapter.

Applicability:

All aircraft operators and maintenance engineers.

Purpose:

The purpose of this Continuing Airworthiness Notice (CAN) is to provide guidance about manufacturers' service information, such as Service Bulletins (SB), Service Letters (SL) etc.

Background:

Aircraft and aeronautical product manufacturers issue service information for a variety of reasons, including product improvement, changes to maintenance recommendations, and in response to maintenance and manufacturing defect issues.

Each manufacturer will have their own titles and formats for service information. They will also place differing importance on their service information; some manufacturers consider service information to be integral to their Instructions for Continuing Airworthiness (ICA), and others may not.

It is important that operators understand the manufacturer's use of service information, and its place within the ICA. Manufacturers will usually explain the service information's relevance within their ICA in the aircraft or product maintenance manuals, the product type certificate data sheets, modification data, or in the service information itself.

Recommendation:

Operators should make themselves familiar with the ICA for their aircraft, including the service information relevant to the aircraft, products, installed equipment and any modifications.

Knowledge of the configuration of the aircraft is necessary to ensure that the appropriate service information, relevant to the aircraft is identified and assessed.

All service information should be assessed, and the result of the assessment captured in the aircraft logbook, or other appropriate record.

Operators who do not feel confident in identifying or assessing service information should seek the support of their maintenance provider.

Conclusion:

A manufacturer's service information is often an integral part of the aircraft or aeronautical product's ICA. National Airworthiness Authorities (NAA) expect that operators will assess, and where appropriate comply with the service information issued by the manufacturer. The decision of a NAA to issue an AD or not will take into consideration the presence of manufacturers service information addressing the issue.

When a manufacturer issues service information which contains a change to the airworthiness limitations of the aircraft or product, compliance is mandatory.

When a manufacturer's service information becomes the subject of an AD, compliance is mandatory.

Regardless of the decision to embody a manufacturer's recommendation or not, the operator's assessment of the manufacturer's service information should be recorded in the service information section of CAA1464 AD logbook, or another document acceptable to the CAA.