

**Cooperative Development of Operational Safety and Continuing Airworthiness
Under ICAO Technical Co-operation Programme**



COSCAP-South Asia



INFORMATION BULLETIN FOR STATES

Subject: ACCESS TO INFORMATION ON AIRCRAFT MANUFACTURER'S WEBSITE

Date: 12 / 04 / 06

Initiated by: COSCAP-SA

Information Bulletin No: 002B

1. PURPOSE

- a. The purpose of this Information Bulletin is to provide States with information on how to access essential safety information data from the aircraft manufacturer's website.
- b. This Bulletin is developed to comply with the decisions of the Project Steering Committee taken at its 13th Meeting on 29 November – 01 December 2004 and implement the SARAST recommendations stipulated at paragraph 8.1 of the Minutes of the 4th SARAST Meeting [SE-15/ AP 2.05 ALAR – Policies for ALAR (Safety Culture)].
- c. This Information Bulletin has been updated and reflects the additional information provided by the aircraft manufacturers. Information Bulletin No. 002B supersedes Information Bulletin 002A issued on 30 May 2005.

2. BACKGROUND

Air operators at times have difficulty in timely acquisition of essential safety information generated by the aircraft manufacturers. In addition, this information is also not readily available to the regulatory authorities. It is imperative that manufacturer generated essential safety information is available to the air operators for prompt updating of aircraft flight manual, training manual and operations manual. This issue has been highlighted in the previous SARAST meetings as well. It was recommended that the air operators and the regulatory authorities have easy access to such information and that COSCAP-SA assist with procuring the desired information.

3. SCOPE

The scope of this Bulletin is designed to provide information only on how to access the aircraft manufacturer's website to seek information on essential safety information generated by the manufacturers.

4. ACCESSING THE AIRCRAFT MANUFACTURER'S WEBSITE

In order to access the aircraft manufacturer's website on the internet the following procedure has been advised by the two major aircraft manufacturers:

a. **Airbus**

- (i) On the internet go to the Airbus website:
<http://airbus.com/about/safetylibrary.asp>
- (ii) For accessing information related to Aircraft Flight Manual and Flight Crew Operating Manual one is required to be registered and have a password. However, this could be free of charge for the authorities of the countries in which there are Airbus operators. This can be facilitated by the local Airbus representatives.
- (iii) There is no access restriction to Airbus website on which information letters and safety bulletins are available.
- (iv) The Airbus website Home Page has a section on Safety Library. The Flight Operations Library (Volume 1) includes 'briefing notes' on eight safety related topics. Volume 2 (Cabin Operations), Volume 3 (Ramp Operations) and Volume 4 (Maintenance) will be published later.
- (v) The Home Page also provides access to information on Customer Services, Aircraft Families (which includes operations, engineering and manufacturing) and the Media Centre. The Airbus 4U on-line magazine is also available on the website.

b. **Boeing**

- (i) On the internet go to the Boeing website: <https://www.myboeingfleet.com>
- (ii) <https://www.myboeingfleet.com> is a secure website that requires a password and user ID. Access is currently limited to owners / operators of Boeing aircrafts, MRO's and other third parties.
- (iii) Many of the offerings on MyBoeingFleet require signing one or more of the following:
 - Limited Electronic Access Agreement (LEAA)

- Customer Services General Terms Agreement (CSGTA) and Supplemental Agreement for Electronic Access (SA-EA)
 - MROs and 3rd parties will need to sign the Hardware, Material, Services, and General Terms Agreement (HMSGTA) and supplemental license agreement
- (iv) Access to many of the documents and drawings that are available on the site is free-of-charge when customers exchange entitlements to other formats of the data. Access to the data can also be purchased when customers do not have entitlements, or do not choose to exchange them.
- (v) Currently, MyBoeingFleet offers registered users access to:
- Maintenance Documents
 - Engineering Drawings
 - Flight Operations
 - PART Page (Spare parts online ordering system)
 - Boeing Digital Profile Drawings
 - FLEET TEAM Digest and Resolution Process (tracking and prioritizing resolution of in-service issues)
 - Online and e-mail notices of new service bulletins by aircraft model
 - Technical Media Tracking
 - Data and Services Catalog
 - Aircraft Loadable Software Information (configuration management of Loadable Software Aircraft Part (LSAP))
 - Products Standards
 - Fleet Reliability Statistics (Fleet In-service Reports)
- (vi) For more information about MyBoeingFleet products and services, their associated fees and how your company can subscribe, please contact Boeing Digital Data Customer Support by e-mail at DDCS@boeing.com
- (vii) Interested parties can learn more about MyBoeingFleet on the following website: <http://www.boeing.com/commercial/aviationservices/myboeingfleet/index.htm>

c. **Embraer**

- (i) On the internet go to the Embraer e-marketplace: <http://www.aerochain.com>
- (ii) For accessing information one is required to be registered and have a password. The access of some features could be free of charge depending on the company type.
- (iii) Services:
- Spare Parts trading (online quotation and ordering system)

- Vendor Managed Inventory
- Maintenance Documents
- Engineering Drawings
- Flight Operations
- Operational videos
- Maintenance Support & Plan
- Embraer Release of Field Reports and Air Safety Reports
- Operational Support
- Online and e-mail notices of new service bulletins
- Fleet Reliability Statistics
- Flight line diagnostic – Troubleshooting
- AHEAD – operation tracking system
- Online training (Aerochain services)
- Events
- Contacts

(iv) For more information please contact Aerochain's 24x7 support team at 55-12-3927-2337 or access www.aerochain.com.

d. **Bombardier**

- (i) On the internet go to the appropriate Bombardier website:
Business Aircraft: www.cic.bombardier.com
Regional Aircraft www.racs.bombardier.com
- (ii) The above web sites require a password and user ID. Access is limited to owners / operators of Bombardier aircraft, MRO's and other third parties. Access to most information is currently free of charge.
- (iii) Some of the offerings require a second level approval for access. The exact criteria for entry to second level applications depends on the unique requirements for each application.
- (iv) Currently, the Bombardier sites offer registered users access to the following services. Availability varies depending on the site chosen:
 - Technical Publications
 - Service Bulletins
 - Information Bulletins
 - Spare parts online ordering
 - Discussion Forum
 - User Comments
 - Technical Manual listings
 - FRACAS reports
 - Technical Presentations
 - News and Events
 - Troubleshooting Applications

- Contacts
- (v) The home pages offer unrestricted access to general information on the services offered by bombardiers Customer Support Organizations

e. **BAE Systems**

- (i) On the internet go to the appropriate BAE Systems Regional Aircraft website: www.regional-services.com
- (ii) The above web sites require a password and user ID. Access is limited to owners / operators of BAE Systems Regional aircraft, and National Airworthiness Authorities. Access to most information is currently free of charge.
- (iii) Some of the planned offerings require a second level approval for access. The exact criteria for entry to second level applications depends on the unique requirements for each application.
- (iv) Currently, the BAE Systems sites offer registered users access to the following services. Availability varies depending on the site chosen:

Key Portal Benefits:

- Provide customised information 24/7, 365 days a year.
- One single point of entry to all Regional Aircraft Online Services.

Benefits of our Online Services:

- ELECTRONIC FLEET DATA MANAGEMENT SYSTEM (EFDMS)
 - ELECTRONIC PROCESS FOLLOW UP (EPFU)
 - View all EPFUs by aircraft type
 - Accessing SILs, AOM's.
 - SPARES ON THE WEB
 - Fleet Type Technical specifications
 - News Items and Conferences
 - Flight Safety and Airworthiness pages
- (v) The home pages offer unrestricted access to general information on the services offered by BAE Systems Customer Support Organizations

5. ACTION BY STATES AND AIR OPERATORS

- a. CAAs who have yet to do so should contact the manufactures as applicable and request access to these websites. When conducting regulatory inspections/audits

CAA inspectors should access the website and determine the amendment status of the various documents. During the inspections/audits inspectors should verify that aircraft have the most current revision of these documents.

- b. If operators have not entered into agreements with the respective manufacturer they are urged to do so in the larger interest of safety as timely acquisition of essential safety information generated by the manufacturer is imperative to ensuring use of updated aircraft flight manual, flight crew operating manual and training manual.

Signed:

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