

## Appendix C

# Sample Aviation Intermediate Maintenance External Standing Operating Procedure

Figure C-1 is a sample format for an AVIM external SOP.

<p><b>1. NAME</b></p> <p>Head the SOP with the name of the organization, the station, the date, and the SOP number.</p> <p><b>2. PURPOSE</b></p> <p>This SOP establishes policies and procedures for supported units (customers) requesting support maintenance for aircraft and maintenance-related functions. The procedures have been established to obtain maximum efficiency of personnel, facilities, and equipment. Customers are requested to follow this SOP in all transactions with this unit. Customers are also requested and encouraged to coordinate both by telephone and in person with the PC officer or NCO on problems involving maintenance support.</p> <p><b>3. ASSISTANCE VISITS</b></p> <p>This unit will make assistance visits to all supported units. These visits are not designed as an inspection but to acquaint this unit with the customer's needs. Maintenance assistance visits will be scheduled for any unit upon request. Reports of such visits are forwarded directly to the supported unit commander, not routed through command channels.</p> <p><b>4. MAINTENANCE REQUESTS</b></p> <p>a. <b>Coordination.</b> The maintenance officer should coordinate requests for maintenance with the PC officer or NCO of this AVIM unit. Direct coordination is emphasized so that the customer may provide the type of maintenance to be performed, parts required, when the aircraft will arrive for maintenance, mission requirements, and any other information that will enable timely return of aircraft.</p> <p>b. <b>Scheduled Maintenance.</b> DA Form 2407 is normally used to request scheduled maintenance, such as maintenance of faults that have accumulated since the last scheduled maintenance. (Scheduled maintenance should be coordinated 30 days prior to expected start time). An initial technical inspection will be performed and all faults noted. This unit may correct organizational maintenance faults if the maintenance backlog allows but recommends that customers provide a crew chief to perform AVUM for faults discovered during the initial inspection.</p>
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c. **Unscheduled Maintenance.** Request unscheduled maintenance in the same manner as above, except for the lead time requirements. Again, direct coordination is encouraged.

d. **On-site Maintenance.** On-site maintenance is a service extended to all supported units. Submit the request on DA Form 2407 and coordinate it through the PC section. The extent of maintenance required and the current workload of this unit govern on-site maintenance. If possible, limit on-site maintenance requests to component change and minor airframe repair. Do not submit such requests for phased-maintenance assistance.

e. **Special Maintenance.** Customers may submit special maintenance requests when operational requirements dictate. In such instances, list specific maintenance defects for corrective action, and all other work except unsafe flight items will be deferred. Unsafe flight items causing a red X condition will be corrected in all cases.

## 5. WORK REQUEST PROCEDURES

a. Personnel submitting DA Form 2407 for aircraft or components will report to the PC office. The following procedures will implement the administrative and inspection requirements in processing a work request:

(1) Customer Responsibilities. Before arriving here, the customer will correct all unit faults before requesting work. (Unit faults need not be corrected if this results in duplicate maintenance by the repairers of this unit.) In addition, the customer will clean the aircraft thoroughly by removing all mud, excess grease, oil, and hydraulic fluid from all surfaces. Upon arrival here, the customer will—

- Present the aircraft historical records to the PC section for a complete records check. The customer will make the necessary corrections.
- Make a complete basic item issue list inventory jointly with the supporting unit. Representatives of both the customer and this unit will sign the inventory check sheet. The PC section will retain one copy of the check sheet, and one copy will be given to the customer's representative.
- Check serial numbers to ensure that the components installed match those listed on DA Form 2408-16.
- Fill out DA Form 2407 according to DA Pam 738-750/738-751, identifying the specific problem.

Figure C-1. Sample Format for an AVIM External SOP (Continued)

(2) Acceptance Inspection. This unit will have a complete SOF inspection conducted by the QC section if the aircraft requires a test flight. After the SOF inspection, faults noted during the flight will be added to DA Form 2407. When the TI estimates the work required on the aircraft to be over 60 percent of the retrograde criteria, a 100-percent inspection will be performed to determine whether the aircraft is economically repairable at AVIM level. Aircraft that are retrograde on the acceptance inspection will be handled according to procedures described in TM 1-1500-328-23.

**NOTE:** The AVIM unit will perform all scheduled maintenance that becomes due while aircraft is in possession of the AVIM unit.

(3) Status Reporting.

(a) When the customer has an aircraft in the maintenance shop at the end of the report period, information required from this unit will be recorded on DA Form 1352-1 and provided to the owning unit. The DA Form 1352-1 will be started when the aircraft arrives at the AVIM and end when the aircraft is returned to the owning unit or at the end of a report period. A new DA Form 1352-1 will be initiated by the AVIM if the aircraft is still at the AVIM at the beginning of a new reporting period. This will be done on the first day of the month following the reporting period.

(b) Aircraft turned into this unit for extensive retrograde maintenance must have a DA Form 1352-1 before this unit can turn in the aircraft. The report will include status through 2400 hours of the day of transfer.

(4) Processing Avionics Components. All incoming equipment will have a DA Form 2407 (Maintenance Request) completed according to DA Pam 738-750/738-751. Class IX avionics components handled as a Class IX repair part in the RX supply system will be ordered on DA Form 2765-1. Equipment will be inspected by the appropriate platoon before it receives DA Form 2407 and the component. These inspections ensure that equipment is complete and that no controlled substitution has occurred.

- Repairable Exchange. An RX will be made only if the equipment is complete according to procedures for aircraft maintenance. When an RX is made, this unit will repair the defective equipment and return it to stock. If the equipment is not available for RX, receipt copy number 1 of DA Form 2407 will be signed and returned to the unit.
- Pickup. All units will be notified by letter or telephone that the required equipment is ready for pickup. If the equipment is not picked up within 30 days, it will be returned to stock.

(5) Processing Armament Components. Armament systems will be processed through this unit's PC section on DA Form 2407. RX items will be listed according to AR 710-2. This unit will send a listing to the supported unit and keep it current as items are added and deleted.

**Figure C-1. Sample Format for an AVIM External SOP (Continued)**

(6) Submitting a Product Quality Deficiency Report. Procedures for submitting a PQDR are outlined in DA Pam 738-750/738-751. A single PQDR will not necessarily lead to a reevaluation study to determine if equipment or components should be redesigned. However, repeated PQDR submission on the same item is sufficient reason to investigate whether an item should be changed. Therefore, a PQDR must be submitted for each equipment failure. Disposition instructions for copies of the PQDR are in DA Pam 738-750/738-751.

## **6. AIRCRAFT TURN-IN REQUIREMENTS**

a. This unit will require all removable structural panels to be opened for inspection to ensure against trapped water, oil, hydraulic fluid, dirt, spent brass, or other items that are not an integral part of the aircraft. Special emphasis will be given to the belly panels where dirt and water could be trapped and not noticed.

b. A copy of DA Forms 2407 stating what components are missing, if any, will accompany the aircraft logbook to the PC section when the aircraft is ready for turn-in. Items of equipment missing due to combat or accident damage may be listed in a brief statement that explains the loss. The unit commander will sign the statement. All recovered items, even if damaged beyond repair, must be available for inventory.

c. The following actions must be accomplished prior to turn-in of aircraft:

- All soundproofing, troop seats, first aid kits, fire extinguishes, and clocks installed.
- All avionics equipment installed or a copy of the report of survey for missing components included in the logbook.
- Aircraft data plate placed with the aircraft. If the data plate is not available due to combat loss or other circumstances, a certificate of loss (in four copies) is required. If a data plate is missing through loss other than combat, a replacement must be requested through channels from AMCOM.
- All other aircraft forms, records, and items of equipment listed on the DA Form 2408-17 placed with the aircraft. If they are not with the aircraft, a statement explaining the reason for their loss will be shown with the name of a duly appointed survey officer. The unit commander will sign these documents.
- Prior to transfer of an aircraft, DA Form 2408-17 signed in the appropriate block to indicate that it is current and that all required adjustments have been made.

**Figure C-1. Sample Format for an AVIM External SOP (Continued)**

- Permanent removal of property as a result of an authorized change is recorded as follows:
  - Entry lined out.
  - Complete reference authorizing the removal of property entered on the reverse side of the form, including the effective date, the organization removing the equipment, and the voucher number of the turn-in.
  - Three blank columns left on DA Form 2408-17.
- Components and parts removed for teardown and analysis, accompanied by a commander's signed statement citing the EIR/PQDR control number.
- For all other missing items, relief from responsibility indicated in appropriate regulations as applicable. A list of missing equipment with a statement explaining the reason for loss and the name of a duly appointed survey officer, signed by the unit commander, is sufficient.
- Release obtained from the accident investigation board for crash-damaged aircraft.
- DA Form 1352-1 feeder information for the DA Form 1352 completed. This information will include status through 2400 hours of the day of transfer.
- Inventory and serial number check performed by the supporting unit.

## **7. RESTRICTED SHOPS**

Subsystems repair, shop supply, and QC shops are designed for the exclusive use of this unit. Admission to these shops may be secured only through the PC officer, the NCO, or the aircraft maintenance sergeant.

## **8. DISAGREEMENTS**

Differences in the opinions of TIs or other reasons may create disagreement about the quality of work performed. The customer will immediately bring such matters to the attention of the PC officer, and the commanding officer of this unit will be notified.

**Figure C-1. Sample Format for an AVIM External SOP (Concluded)**