###### SERVICE DIFFICULTY REPORTING (SDR)

During performance of maintenance, repair, inspection and alteration activities, the Repair Station may discover conditions of wear, corrosion, system failure, ground faults and electrical shorts, discrete component failure, integrated circuit failure, or other defects of a nature which is unexpected based on the guidelines of the manufacturer’s maintenance data, or on the basis of industry experience.

FAA Data Systems Branch (AFS-620) has developed the Service Difficulty Reporting System as an industry reporting website for service difficulty reporting. 14 CFR §145.221 requires all repair stations to report such findings within 96 hours of their discovery.

The Chief Inspector is primarily responsible for ensuring reports to the FAA are created within that time period.

These reports are not to be sent to the FAA/Flight Standards District Office; they are to be filed via the Service Difficulty Reporting site at: <http://av-info.faa.gov/SDRx/>

For aircraft operated under 14 CFR 91 rules, the Repair Station is responsible for Service Difficulty Reports, not the aircraft operator.

For aircraft operated under 14 CFR 121 and 135, the operator is responsible for Service Difficulty Reports. However, when the Repair Station performs maintenance for a part 121 or 135 operator, the Repair Station is responsible for notifying the operator of a reportable condition in the most expeditious manner possible. The operator may instruct the Repair Station to file the report on his behalf, or may choose to file a report himself. Whether or not the responsibility is assumed by the operator, or the Repair Station, the 96 hour rule applies regardless.

Each Chief Inspector, Quality Assurance Manager, and Facility Manager will have a user ID with which to log into the FAA Service Difficulty Reporting System, and following the instructions on that website will submit a report of the apparent malfunction or defect.

Paper or electronic copies of the report are not required to be maintained with the Repair Station. The Repair Station’s Principal Inspectors have access to those records online.

A best business practice would be to annotate on the Work Order Traveler that a SDR was filed against the aircraft, or aircraft equipment, but this is optional.