



Maritime Helicopters

Second Quarter 2019 Quality & Safety Notes



Summer Fun & Smoke

Listening to the radio today, they said that we've burned about a million acres of forest this year. That would make an average year if it wasn't for the fact that we're barely into July. More smoke to come.

So we've gotten into that old aviation conversation about smoke and haze which asks, when are you IMC? Even the local METARS don't always describe smoke correctly. One recent observation had 1/2 mile visibility listed and "Broken at Zero Feet". Restrictions to visibility don't cause a ceiling, they causes limited visibility. But that is the confusion with smoke. There were no clouds

But how do you fly in it when it is properly stated as a legal ceiling, but you have a limited visibility with smoke, (FU is the METAR abbreviation of course). Many times you just have to keep getting lower to stay in touch with terrestrial references. You can climb out of a limited amount of smoke, but then if you do, you have to watch where the sun is shining. I flew recently in 2-3 miles with FU, but when I turned East into the sun, it was essentially ZERO VIS.

It's also best to keep an eye on where the fires are smoking the most! Remember to check any of the several Fire Awareness sites to check the fires in your area.

<https://fire.ak.blm.gov/>

Something else to remember on these fires is that everything you are flying over is flammable, and you don't want to be the source of the next fire!

<https://wildfiretoday.com/2018/10/05/helicopter-crash-with-injuries-starts-fire-and-rescuers-are-burned-over/>

The iAudits are coming more and more regularly, so thank you. This is still such a work-in-progress. I have backed off having a Remote Station audit done at every shift change until we can work out, regular, monthly iAuditor Inspections. A prime thing to remember is that when you receive an email saying that you have an audit due, to begin it almost immediately. You can pause it if you don't have time, but if you don't start it in the short window allowed, then it goes down as a missed inspection.


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FIRs/GORs for 2nd quarter 2019

FIRs

201905 3/21/2019/1410 327MH (BO 105) (#2 Supply Tank Fuel Boost Switch)

Before start, both fuel gages were in the normal range. During the takeoff run pilot noticed the #2 fuel pressure gage at zero. Pilot rejected the takeoff and returned to the hangar.

A terminal at the #2 Supply tank, boost pump switch was found to be broken. It was repaired and the aircraft was returned to service.

(Best time to chat about broken gauges is when you are on the ground! Good reaction to merely bring the aircraft back and get it fixed.)

201906 5/20/2019/1700 320MH (AW119) (High Oil Temp)

Pilot was flying back to Deadhorse from the field site and shortly after takeoff, noticed the engine oil temperature was higher than normal. Pilot looked up the emergency procedure (electronic logbook), to be ready in he had to do an emergency or precautionary landing. The Emergency procedure states that if the engine oil temperature rises above maximum to land as soon as possible. Pilot lowered the collective as a precaution, noted the oil pressure was unchanged throughout the flight. No unusual noises were heard and the flight continued to Deadhorse while closely monitoring the engine oil pressure and temperature. The oil temperature never exceeded the maximum limit and the aircraft was safely landed at Deadhorse (PASC)

(One more example of knowing your Emergency Procedures and not overreacting to maintenance situations in flight...get back on the ground and hash it out!)

2

201907 6/14/2019/1700 315MH (Door Open in Flight)

Enroute from Kenai back to Homer, the left, rear passenger door popped open in flight. Cruise speed was 100kts at 700' AGL pilot was the only one on board so he stopped, on a rural road clearing, checked the aircraft then continued flight. Aircraft was checked once again at Kenai.

No Maintenance Comments, nor actions taken by maintenance after incident

(No matter how many times that this happens, it can scare the willies out of you!)

201908 6/7/2019/0930 309 MH Bell 407 (Loss of Window in Flight)

Enroute to remote site, one of the passengers said, "One of the windows just popped out. Pilot looked back and thought the window was still in place. Pilot asked over the ICS and the Customers said that it was the smaller slider/vent window. Pilot did not hear or feel anything that would lead him to believe there had been a strike of the object against the aircraft so continued to landing site about 3-5 minutes away. No Damage was found at first landing spot. At second landing spot the aircraft was checked again. Aircraft was returned to Airport and contacted Aviation Coordinator via sat phone.

An Aircraft log entry was made and aircraft was approved to continue operation under Maritime's FAA Approved Non Essential Furnishings (NEF) program. A new window replacement was ordered and will be sent down when the next mechanic goes down for relief.

GORs (THAT'S GROUND OCCURRENCE REPORTS IF YOU HAD FORGOTTEN!)

201903 4/25/2019 315MH (Mast Bearings Installed Incorrectly)

Following 5-41, 1500 Hour mast inspection, aircraft had a chip light. During teardown, it was noted that mast bearing had been installed incorrectly resulting in damage to mast and bearing. During reinstallation of swashplate it was also noted that grease was on top of the outer ring under the mast boot where it did not belong. Further inspection found the seal had broken loose and was rotating and allowing grease to escape.

A new mast and bearing was ordered and installed in the aircraft. The damaged mast and bearing were sent for evaluation. Replaced seal in out ring, old seal had broken loose and was rotating. Aircraft was returned to service. Procedural corrections and company retraining to follow.

201904 6/2/2019/1618 319MH Bell 407 (Broken Slider Window)

After the last flight of the day,, with the aircraft shutdown and blades stopped, the exiting APSC passenger from the front seat got caught up in the slider window latch mount, JD Weyers scooted out of his seat to the ground, his weight pulling on the snagged, down jacket, which quickly cracked the slider window beyond the horizontal support and broke off a shard of Plexiglas from the bottom, rounded edge of the slider window.

The slider was open slightly because the knob that latches the window had been missing for nearly two weeks.

A new window was sent to PS4 from Fairbanks (\$303.00).

Initial Quality & Safety Training Required!

My list of employees whom haven't received an Initial quality and Safety Briefing seems to be growing. Be warned! Although it isn't that painful, many of our customers check our numbers on what they call, "Indoctrination Training"

Schedule New Hire Safety Briefing –
👤 Scott Dye

Schedule New Hire Safety Briefing –
👤 Marcus Roulet

Schedule New Hire Safety Briefing –
👤 Anthony Shangin

Schedule New Hire Safety Briefing –
👤 Bruce Cummings

Schedule New Hire Safety Briefing –
👤 Ryan Porhola

Schedule New Hire Safety Briefing –
👤 Sarah Raffaelli

Schedule New Hire Safety Briefing –
👤 John Hendley

Schedule New Hire Safety Briefing –
👤 Glen Giammalva

Schedule New Hire Safety Briefing –
👤 Chuck Redd

Schedule New Hire Safety Briefing –
👤 Josh Schoeffel



SDS of the Month: In addition to the SDS of the month for our old standby Methyl Ethyl Ketone or MEK, I wanted to make sure everyone had the Alaska Poison Control Center number on their Phones, Emergency Contacts, or Rolodexes (there's a blast from the past!) Here is the **Alaska Poison Control System (APCS) website**

<http://dhss.alaska.gov/dph/Chronic/Pages/InjuryPrevention/Poison/default.aspx>



And the Poison Control Hotline phone number is:

SECTION 1. PRODUCT AND COMPANY IDENTIFICATION

Product name : Methyl ethyl ketone

Recommended use of the chemical and restrictions on use

Recommended use : Solvent.

GHS Classification

Flammable liquids : Category 2

Eye irritation : Category 2A

Specific target organ toxicity
- single exposure : Category 3 (Central nervous system)

GHS Label element

Hazard pictograms :



Hazard statements : H225 Highly flammable liquid and vapor.
H319 Causes serious eye irritation.
H336 May cause drowsiness or dizziness.

Precautionary statements : **Prevention:**
P210 Keep away from heat/sparks/open flames/hot surfaces.
No smoking.
P233 Keep container tightly closed.
P240 Ground/bond container and receiving equipment.
P241 Use explosion-proof electrical/ ventilating/ lighting/ equipment.
P242 Use only non-sparking tools.
P243 Take precautionary measures against static discharge. P261 Avoid breathing dust/ fume/ gas/ mist/ vapors/ spray. P264 Wash skin thoroughly after handling.
P271 Use only outdoors or in a well-ventilated area.
P280 Wear protective gloves/ eye protection/ face protection.
Response:
P303 + P361 + P353 IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with

water/shower.

P304 + P340 + P312 IF INHALED: Remove person to fresh air and keep comfortable for breathing. Call a POISON CENTER or doctor/ physician if you feel unwell.

P305 + P351 + P338 IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.

P337 + P313 If eye irritation persists: Get medical advice/ attention.

P370 + P378 In case of fire: Use dry sand, dry chemical or alcohol-resistant foam to extinguish.

Storage:

P403 + P233 Store in a well-ventilated place. Keep container tightly closed.

P403 + P235 Store in a well-ventilated place. Keep cool. P405 Store locked up.

Disposal:

P501 Dispose of contents/ container to an approved waste disposal plant.

First Aid!!!

General advice	: Move out of dangerous area. Show this safety data sheet to the doctor in attendance. Do not leave the victim unattended.
If inhaled	: Consult a physician after significant exposure. If unconscious place in recovery position and seek medical advice.
In case of skin contact	: If on skin, rinse well with water. If on clothes, remove clothes.
In case of eye contact	: Immediately flush eye(s) with plenty of water. Remove contact lenses. Protect unharmed eye. Keep eye wide open while rinsing. If eye irritation persists, consult a specialist.
If swallowed	: Keep respiratory tract clear. Do not give milk or alcoholic beverages. Never give anything by mouth to an unconscious person. If symptoms persist, call a physician. Do not induce vomiting without medical advice.
Personal protective equipment	
Respiratory protection	: General and local exhaust ventilation is recommended to maintain vapor exposures below recommended limits. Where concentrations are above recommended limits or are un-known, appropriate respiratory protection should be worn. Follow OSHA respirator regulations (29 CFR 1910.134) and use NIOSH/MSHA approved respirators. Protection provided by air purifying respirators against exposure to any hazardous chemical is limited. Use a positive pressure air supplied respirator if there is any potential for uncontrolled release, exposure levels are unknown, or any other circumstance where air purifying respirators may not provide adequate protection.

Hand protection

Remarks	: The suitability for a specific workplace should be discussed with the producers of the protective gloves.
Eye protection	: Eye wash bottle with pure water & tightly fitting safety goggles Wear face-shield and protective suit for abnormal processing problems.
Skin and body protection	: Impervious clothing Choose body protection according to the amount and concentration of the dangerous substance at the work place.
Hygiene measures	: When using do not eat or drink. When using do not smoke. Wash hands before breaks and at the end of workday.

So everyone understands that MEK is some pretty nasty stuff, correct? But did you know that the Safety Data Sheet will have emergency contacts right on the first page? Look it up! There are a lot of resources out there!

Emergency telephone number:

Health North America: 1-855-NEXEO4U (1-855-639-3648) Health International: 1-855-NEXEO4U (1-855-639-3648) Transport North America: CHEMTREC (1-800-424-9300)

There has been some discussion about the format of secondary labels for hazardous communications standards. Should we use Avery Labels? Can we just print a label and slap it on a squirt bottle with tape or Elmer's glue? Here is my answer for that...While the Avery Labels are nice to use, it doesn't really matter and OSHA hasn't really weighed in on secondary label formats that much. If you take some of a product and put into a smaller container that isn't labeled, you really just have to make it very clear as to what that container is filled with. I like to print them with some very specific info about how to protect yourself from the hazards involved. If you have questions, ask.

And so we bid so-long to the 2nd quarter of 2019. Have a great summer and I'll be back after September.

Dennis

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Maritime Helicopters

First Quarter 2019 Quality & Safety Notes



Winter done? Who knows? But it wasn't the coldest winter on record and that's fine with me. I'm pretty sure that Alaskan's for Global Warming will be a successful organization.

But now spring has set in and that can only one thing, and I know everyone is excited to get started into the CUSTOMER AUDIT SEASON! For some reason, many of our customers don't send their auditors to Alaska in January. We'll have some oil company customers up in April and May, along with some government folks also. What does all this mean? It means triple checking your toolboxes, checking on the condition of facilities and safety equipment, and getting ready to be looked at from all sides. Too easy...unless you find one metal staple from some long tossed document in your toolbox right when the auditor shows up and writes a finding on FOD and Tool Control. For now, let's just work on getting our work areas up to snuff for safety, Tool Control, and housekeeping. We'll be having more Toolbox Talks with everyone as we get closer to the audit dates.

Since we are enjoying the topic of auditing, we are moving on with our second month of using iAuditor

I know that most everyone received the initial announcement and class about the iAuditor rollout. Some folks may have actually read it! But by now, we've had a month and half of doing some audits at the remote stations and so far it is working okay. There are quite a few on the Maritime team who haven't got involved in this so far, but I'm getting around to including everyone. Don't be surprised, even if you work in one of the offices or the supply room that you might get asked to do an audit and input the results into the iAuditor system.

What is an audit? The short answer is that an **internal audit** is just one of us, walking around and looking for things that don't like they are supposed to. And if you find something, you say something. Easy.

The long, boring answer is, that our customers require us to continue improving our operations until we are compliant with all rules from all the government agencies, customer policies and our own procedures. That is called **continuous improvement**. When we perform an internal audit, we're just making sure that we are making the constant adjustment in our operation to make ourselves "saleable" to our customers. And we have the added bonus, that when we are following all of our rules and procedures, that we are actually safer.

So back to iAuditor; I've told everyone that the first time you get asked to do an audit, do worry about being perfect the first time. Go on the iAuditor website, log in, and start answering questions. What if you are a pilot and you get asked a maintainer question which you don't understand...ask a mechanic. What if you are working in the parts room and you get asked to do a Station Audit with questions about the aircraft? Take a look! Ask questions if you need to. Is the hangar clean? Does one of the helicopters have an oil puddle underneath it? Is there a bunch of McDonald's wrappers in one of the company vehicles that you yourself just cleaned out the day before?

Station Audit V3

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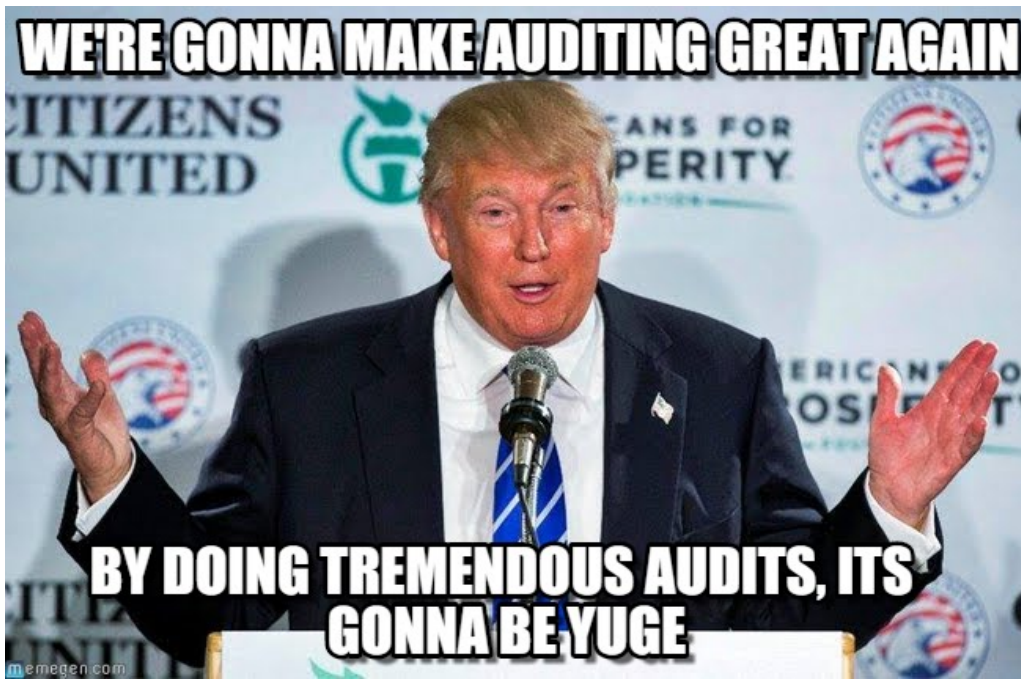
100. AIRCRAFT

1. Aircraft information (either organic aircraft at remote station or a sample aircraft at base):	
a. Type	Unanswered
b. Tail #	Unanswered
c. Total Time	Unanswered
2. Does the aircraft conform to contract requirements?	Unanswered
3. Are the aircraft Airworthiness and Registration Certificates present and serviceable?	Unanswered
4. Is the weight and balance with equipment list correct?	Unanswered
5. Are any/all airworthiness discrepancies noted and communicated to Homer or Fairbanks?	Unanswered
7. Is the MEL/NEF system being utilized?	Unanswered
8. Are the aircraft logbook entries complete?	Unanswered
9. Do the aircraft placards conform to the Flight Manuals?	Unanswered

600. SUPPORT EQUIPMENT & FACILITIES

1. Is the oil and chemical storage area neat and orderly?	Unanswered
2. Has a FOD ramp check been performed?	Unanswered
3. Do the compressor water/air separator and air pressure gauges function properly?	Unanswered
4. Are battery carts being properly maintained and functional?	Unanswered
5. Are all ground handling wheels operational and functional?	Unanswered
6. Do powered carts (Tug-a-Lug) operate properly, no loose parts, electrical connections clean, no frayed wires, wheels inflated and drive shafts tight, battery at proper fluid level, and hydraulic at proper fluid level?	Unanswered
7. Are aircraft grounding leads in good condition and being used?	Unanswered
8. Is the hangar facility clean, neat and orderly?	Unanswered
9. Are the large tools (i.e. brakes, band saws, presses, etc.) in good condition?	Unanswered
10. Are all open oil/solvent containers removed from the hangar and stored in a flameproof cabinet at the end of each day?	Unanswered
11. Are the exterior of the buildings clean?	Unanswered

Audits are easy! Here are a couple of pages from the station audit, right out of the iAuditor system online. Nothing to it!



This will be a work in progress, so don't fret! Hopefully, if we get some good auditing practices in place, we may actually FIX some things. That's called Corrective Action/Preventative Action and will be part of future Q&S Notes material.



Unexpected Things About the Alaska Summer Season

Besides bears on oil pipes, there are a lot of things that can happen during the summer months when out on remote contracts. I challenge the newer pilots and mechanics to simply ask around and share the stories of the sometimes unpleasant things that can occur in the Alaskan Bush. Recent tales of woe would include having to be removed from a contract for a spider bite that became infected after not being cared for properly. The Etymologists will tell you that we don't have venomous spiders in Alaska, but that doesn't mean you can't get bitten.

Helicopter crews up north have had bear and other unpleasant animal encounters. Just about all of our customers up on the North Slope do not allow firearms to be carried. And firearms are not allowed in most of the aviation facilities on the Slope.

A few years back, a pilot who was working close to Barrow, stepped in a patch of rotten, spring snow and drove a hidden piece of rebar near his groin...very unpleasant indeed.

When working at any oil or academic facilities in remote Alaska, remember to ask questions about areas which are out of bounds for something as simple as an evening walk. Most of the tundra is protected in the summer when it isn't frozen. And on the subject of walking, remember that the use of handrails or other safety equipment is mandatory in the Oil & Gas Industry.

Big emphasis on fuel issues when in the bush! The use of "duck ponds" or other leakage catchment is always required in the remote parts of the state, for Jet Fuel OR Avgas! Also, in every new site you may work at, you will have to research the methods for disposing of aircraft fuel samples. The reporting for "spills" with the oil & gas industry begin at **ONE TEASPOON** of hydrocarbons! (That's not much!).

As you get out to remote areas of Alaska this summer, please ask questions of others who have been to the same places about all the idiosyncrasies of our fine state. Enjoy!



FIRs/GORs for 4rth Quarter 2018

FIR 201901, 2/1/2019/? Bell 206, Broken Cabin Window

Loading aircraft for overflight and supply run, 6 - 69" long pieces of freight needed to be loaded. In the past, 3 of these pieces would be loaded internally while the other 3 get secured to the cargo racks. Pilot pulled out litter seats to accommodate the long pieces of freight and loaded 3 of the 6 pieces. 2 pieces went horizontal on the passenger side with the litter seats out, and the 3rd piece was put at an angle up high near pilot head with the bottom down by the aft passenger seat.

Due to limited daylight, freight handlers on the ground were determining if 3 pieces could go 2/1 and the other 3 go on 2/2. After handler was coordinating if the freight should go together the next day or not, it was decided to just pull the pieces out. The handler pulled out the 3 pieces that was at an angle and when the pilot went in to retrieve the other 2 pieces it was discovered that the pilot side, middle window was broken. Pictures were taken immediately and sent to Chief Pilots. Pilot was told the aircraft was deemed safe to fly and flew back to Deadhorse with no freight on board.

We'll never control every instance of improper loading of aircraft. But we always have to do better. Better than what? Better than losing windows!

FIR 201902: 02/09/2019/1045 Bell 407 (Overtemp)

2 miles north of home station the weather started to deteriorate with both ceiling and visibility dropping to minimums. I made the decision to abort the flight and return to home field. At this time I had turned on both Anti Ice, Defrost and max heat during the turn and it was at this time both myself and my passenger saw the "Check Instrument" Light on the caution panel come on. My immediate action was to lower the collective and observed an "E" in the MGT readout.

As neither myself nor my passenger saw any indication of a precautionary flashing warning prior to the steady state "Check Inst" light I decided that we probably had a faulty gauge and decided to continue to refuel airfield. During the maintenance check at base the maintenance computer (laptop) was unable to find fault in the system and with a conference with Fairbanks maintenance, the decision was made to return the aircraft to the home station.

Following a review of the system in the hangar the computer showed that in fact there was an "overtemp" of 801. a battery start was attempted and the pilot observed a normal steady acceleration through the Ng starting range and was successful on the first attempt of 801.9 Deg. (22.9 Deg.)

Pilot concluded that due to the outside focus during standard pipeline surveillance and deteriorating weather, that he

failed to observe the overtemp situation until he had unintentionally exceeded the MGT limitations.

This overtemp brings up another danger of flying too far into marginal VFR weather. The risk of having to use so much of your focus to remain VFR that your crosscheck on the instruments degrade to the point of having a systems exceedance. If you can't keep flying the whole aircraft, you're pushing it too far.

FIR 201903: 02/12/2019/1030 (Engine Replacement)

At a remote site, the Chip Light illuminated. Pilot called Homer base on Sat phone. Crew cleaned chip detector and reinstalled. Engine was making "noise" crew had another chip light within two minutes during ground run. Turbine section of engine was found to be "bad" according to crew.

Engine was replaced on site

No comments from the Quality & Safety Department, other than this is only about 10% of the story on this incident. Please make sure that the narratives on the Flight Irregularity and Ground Occurrence Reports are as complete as possible. We're collecting this information for future use and corrective action.

FIR 201904: 03/28/2019/0 Bell 407 (Incorrect oil pressure reading)

On Takeoff to hover, pilot noticed the oil pressure was low for 90+ NG range (100psi at 92% NG). Notified maintenance, eventually swapped aircraft for customer. Delay to customer was approx. 3 hours.

First, connected wet gauge to fitting on oil pressure transducer: oil press was within limits during run-up. Next, engine oil pressure was replaced with known serviceable unit. Low pressure was still indicated. Pressure gauge itself was changed and the problem persisted. Canon plugs on the back of engine and transmission oil pressure gauges were found to be switched. Connections were corrected and MOC showed no defaults in either the engine oil or transmission oil pressure systems.

I don't really want to address the corrective action on this one. Let's just say, before you start troubleshooting, make sure the current configuration is the correct one.

GOR 201901: 03/28/2019 Bell 407 (elastomeric bearings failing)

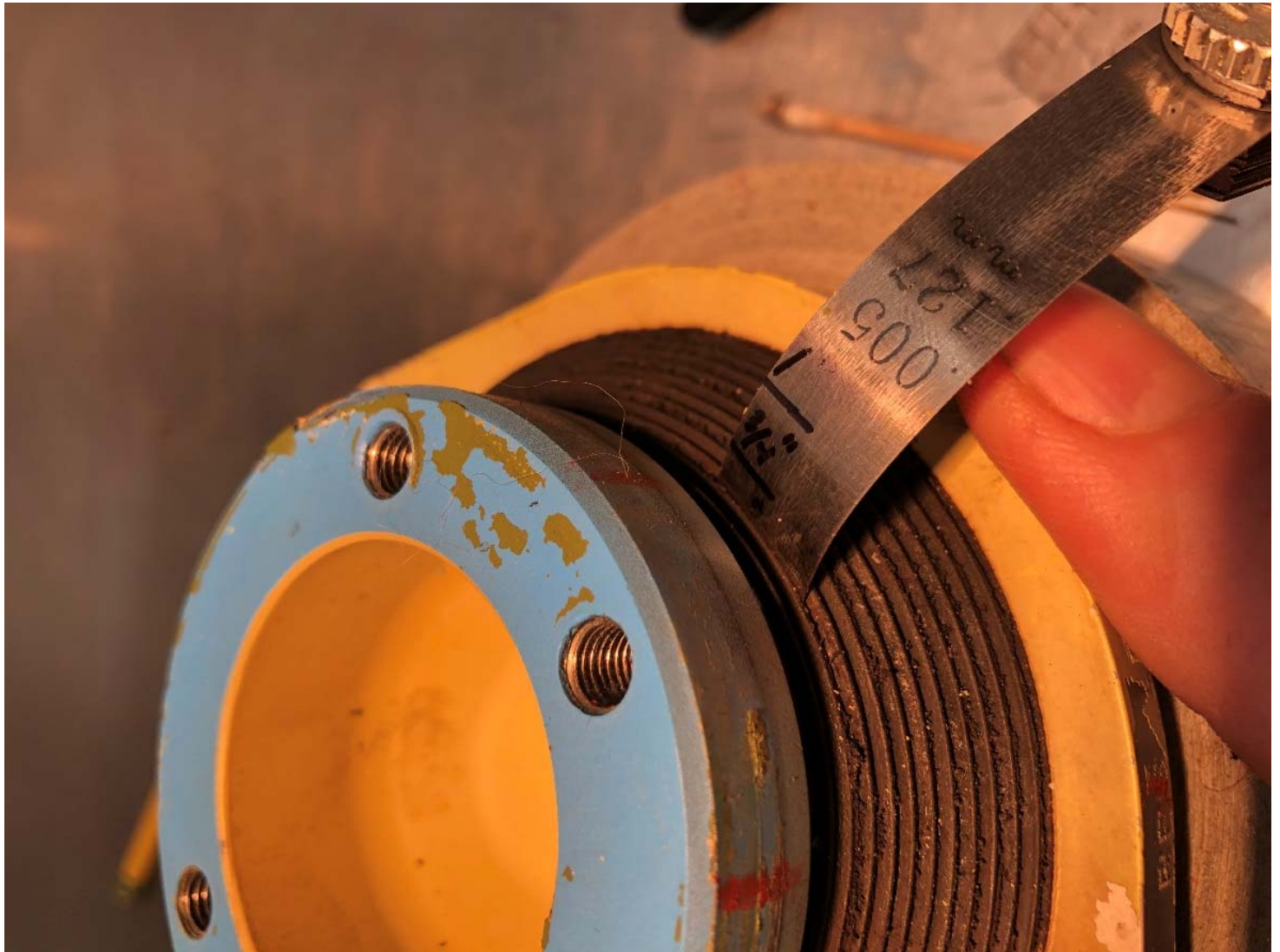
There will be arguments as to whether this is a GOR or an FIR. When parts are deteriorating, but the aircraft is still flyable, then the fault is found on the ground, let's just capture one of the forms so we don't do this again.

Aircraft had several complaints as to in-flight vibration and remote site was requesting track and balance equipment. It was decided to move aircraft back to Fairbanks base to troubleshoot and/or perform track and balance on aircraft.

Inspection of the aircraft on the ground showed that two of the four elastomeric bearings on the rotorhead were deteriorated to the point of needing replacement.

This seems like a simple enough story: But there are several things to capture for corrective action. A class is being prepared on the inspection of these elastomeric bearings and how to identify when they are failing. That's the simple fix. All of us getting more educated on elastomerics. However, we have the larger issue of when we make the call as to whether inflight vibration is bad enough to ground the aircraft. Had the crew performed track and balance procedures, the vibration would likely NOT have been fixed, and then a closer inspection of the bearings would had to have been done.

(more to come on this one, in the form of the elastomeric inspection class).



GOR 201902: 2/08/2019/1000 BO105 (Teleflex Cables Binding)

Several complaints & several months of troubleshooting and engine rigging procedures, the aircraft was brought down to AOG status for troubleshooting of engine beep controls and matching. The number one engine was slow to respond to beep trim and correspondingly, the number two engine would seem "stuck" in one place. The "final straw" was on a check ride, when neither the check airman nor the right seat pilot could seem to achieve both engines to be matched in torque output.

After several attempts to accomplish aircraft rigging by the book, it was found that the engine control (Teleflex) cables were binding within the control cable tubes. Both engine's cables and cable tubes were replaced and a successful rigging and operational check of the engines was accomplished.

(A change to the AAIP should be forthcoming to add a check of the Teleflex cables condition. A "smoothness" check using the hydraulic mule could accomplish this task)



This picture is the Teleflex tube, forward of the engine bulkhead...not really where the binding was occurring, but you get the picture. The theory goes that the binding was just aft of the bulkhead.

Well Rats! That's a seven page quality and safety letter. I'd probably better cut it off there. I didn't include a Safety Data Sheet of the Month this time, and I know some will be broken hearted over that. Let's just concentrate on getting ready for the upcoming customer audits and preparing for the summer season. See you in a few months.

Dennis

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