



FAA # IYZ6R162C

EASA# 145.6758

UK #UK.145.50643

TECHNICAL BULLETIN

Subject: Importance of Detailed Customer Discrepancy Write-Ups

1. Purpose

The purpose of this bulletin is to emphasize the importance of detailed and accurate discrepancy write-ups when removing and submitting avionics components for repair or evaluation.

Clear, complete documentation significantly improves diagnostic accuracy, reduces turnaround time, and minimizes repeat removals.

2. Findings

AAE has observed an increasing number of units received with either:

- No discrepancy description
- Vague or incomplete write-ups
- Generic statements such as “inoperative” or “fails.”

Limited failure descriptions directly impact troubleshooting efficiency and may prevent accurate replication of intermittent faults.

The more detailed the reported symptoms, the faster our engineering team can isolate and correct the root cause.

Examples of Helpful Failure Descriptions:

- Unit shuts down intermittently
- Failure occurs during climb / cruise / descent
- Failure only in cold start conditions
- Failure after warm-up



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3. Write-Up Best Practices

When documenting a discrepancy (“squawk”), consider including:

- What exactly is occurring?
- When does it occur (phase of flight, power-up, environmental conditions)?
- Where in the system is the issue observed?
- How often does it occur (intermittent, repeatable, once only)?
- Why was the unit removed (crew report, maintenance finding, MEL action)?

The more context provided, the more precise our evaluation and testing process becomes.

4. Impact of Poor or Missing Write-Ups

Insufficient discrepancies can result in:

- Inconclusive testing
- Extended troubleshooting cycles
- Increased bench time
- Longer turnaround times
- Missed intermittent conditions
- Repeat removals (R/R events)

Accurate documentation directly contributes to repair quality, cost control, and aircraft reliability.

5. Conclusion

Answers Aerospace Engineering strongly encourage operators, MROs, and maintenance teams to reinforce the practice of detailed discrepancy reporting within their organizations.



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High-quality write-ups allow AAE to:

- Duplicate reported failures more effectively
- Reduce unnecessary troubleshooting time
- Minimize repeat removals
- Improve overall fleet reliability

AAE remains committed to partnering with customers to ensure the highest level of technical accuracy and service performance.

6. Further Information

For additional information or technical clarification, please contact:

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