



Service Letter GENERAL

003

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SUBJECT: Accident and Incident Response Policy and Communication Protocol

EFFECTIVITY: All Fokker Services Customers

Reason for revision

This revision is made to:

- Introduction the new Fokker Services logo.
- Changes of email addresses.

Fokker Services offers 24 hours/ 7 days per week Technical Support availability with a dedicated team of associates from our offices in the Netherlands. This service guarantees the customer a given response and in most cases an answer to the question within hours.

This procedure is applicable to

- Fokker aircraft types for which Fokker Services is the Type Certificate holder (TCH)
- Other aircraft types for which Fokker Services holds Supplemental Type Certificates (STC). Support is limited to the applicable STC's only.

1. Questions directly related to the Continued Airworthiness of the Aircraft types, Accidents/Incidents.

Reporting

It is extremely important that operators do report any accident or incident to Fokker Services. Fokker Services as the (Supplemental) Type Certificate Holder has a clear responsibility to monitor the service experience and especially the safety aspects thereof.

Reports dealing with safety aspects are part of the generic budget and are not charged to individual operators. In case of accident or (serious) incident reporting, please complete the data sheet 'The Accident and Incident Reporting form' (refer to Figure 1) to provide Fokker Services with detailed information on the occurrence. If you do not require an immediate response from Fokker Services, please indicate that the report is for information only.

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Accident and Incident handling

Based on the information received, Fokker Services will decide which actions are required as a result of the reported accident or incident. Initial analysis will be financed by the generic budget. In case further actions are required; the following charging policy will apply:

Costs covered by the generic budget (no additional costs to the customer):

- Detailed analysis to determine the root cause of the accident or incident. This includes communication with the reporting operator and/or the investigator in charge.
- Determination of the required generic fleet actions (if any) and communication of the results with the operator community of the aircraft type.

Costs charged to the reporting customer:

- Any actions in case the initial analysis shows that the reported event is not an aircraft (type) related issue.
- Any assistance to return the subject aircraft to service such as:
 - Damage assessment
 - Repair advice of the subject aircraft
 - Any advice requested which is not related to the accident or incident investigation.

NOTE: In case initial analysis indicates that Fokker Services does not consider your report a (generic) safety issue, this will be communicated to you before proceeding.

2. Communication protocol.

In order to process your message correctly we advise you to adhere to the following communication protocol (refer also to Figure 1):

• Accident and Incident communication:

Preferred

Website: Knowledge Center / “Accident and Incident Reporting” on www.myfokkerfleet.com:

Please fill in the Accident and Incident Reporting form and submit. Your message will be automatically directed to:

Fokker Services AOG desk
Fokker Services Engineering

Not preferred

E-mail: Please send your e-mail to **both** addresses:

Fokker Services: AOG desk e-mail:

aogdesk@fokkerservices.com

Engineering e-mail:

technicalservices@fokkerservices.com

NOTE: Please select ‘confirm receipt’ in your delivery options, to verify that the email has arrived and opened.

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Fax: Please send your fax to the following number:
Fokker Services: AOG desk fax: +31 88 6280 811

NOTE: For verification of receipt of your Accident or Incident message we advise you to contact our AOG desk by telephone on +31 88 6280 888

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info@fokkerservices.com

CC: 20083483
VAT: NL8048 72.387B01
IBAN: NL09RABO 0101 0525 53



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Company data

Operator :
Author :
Department :
Telephone :
Fax :
Email :
Reference :
Report date :

Aircraft data

Aircraft type :
Aircraft Serial/registration no:
Aircraft F.H. :
Aircraft F.C. :

Flight & Occurrence data

Flight no.:
From:
To:
Place of occurrence:
Type of flight:
Pilot in command:
Date of occurrence:
Local time:
Environmental conditions:

Description of occurrence:

Number of crew on board:
Number of crew fatal:
Number of crew injured:

Number of passengers on board:
Number of passengers fatal:
Number of passengers injured:

Number of other fatal:
Number of other injured:

Damage to aircraft:

Damage to ground:

Investigative authority:

Assistance from Fokker Services to investigate the occurrence required by operator: yes/no
Assistance from Fokker Services to Damage Assessment (i.a.) required by operator: yes/no
Any other relevant information or question to Fokker Services:

The Accident and Incident Reporting Form Figure 1

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