Transport Canada Transports Canada

Continuing Airworthiness

SERVICE DIFFICULTY REPORT

INSTRUCTIONS

Service Difficulty Reporting (SDR) requirements are specified in Division IX of Subpart 521 of the ***Canadian Aviation Regulations (CAR)***. Detailed completion instructions are contained in the advisory material to those documents.

Submitters of mandatory SDRs are requested to provide the appropriate codes in boxes 3 and 7. Note, however, that Transport Canada can generally determine the correct codes if the submitter provides a good description of the service difficulty in box 10. The codes are not required for SDRs submitted voluntarily.

BLOCK	ENTRY
1. REGISTRATION	Aircraft Registration
2. DATE	Date service difficulty occurred. Enter year-month-day.
3. STATUS	Status of this report (see box 3 for codes)
AIRCRAFT INFORMATION	
4. AIRCRAFT 5. POWERPLANT	Manufacturer, model and serial number of the aeronautical product to which the problem relates
6. PROPELLER	- Avoid colloquial names and market titles - Use military designations when appropriate - Use kit plan name for amateur-built aircraft - Powerplant and propeller details not required unless related to the problem
7. CODES (see box 7(a), 7(b) and 7(c) for codes)	
A. WHEN DISCOVERED	2-letter code best describing when the service difficulty was discovered
B. NATURE	1 to 3 codes best describing the nature of the service difficulty
C. ACTION TAKEN	1 to 4 codes best describing any action taken by the flight crew in response to the service difficulty
8. ASSEMBLY THAT INCLUDES THE SPECIFIC PART	
A. ASSEMBLY NAME B. MANUFACTURER C. MODEL/PART NO. D. SERIAL NUMBER	Name, manufacturer, model or part number, and serial number of the next higher assembly containing the defective part, e.g. identify the cylinder for a defective exhaust valve, or identify the alternator for a defective bearing. If the manufacturer's model number is the same as entered in blocks 4, 5 or 6, enter "SAME" in MANUFACTURER block only.
9. SPECIFIC PART CAUSING DIFFICULTY	
A. PART NAME	*Parts manual* description, e.g. skin, rib, shaft, pump, actuator, etc.
B. PART NUMBER	*Manufacturer's* part identifier
C. PART CONDITION	*Specific* term best describing condition, e.g. cracked, burned, bent, shorted, etc. Avoid terms like U/S, repairable, etc.
D. LOCATION OF DEFECT ON PART	Specific term locating problem, e.g. LH alternator, audio, RH outboard, range switch, flange radius, outlet port, etc
E. PART CYCLES	For turbine engines and other parts with a cyclic life
F. PART TSN	Part total time since new in whole hours
G. PART TSO	Part time since overhaul in whole hours
10. PROBLEM DESCRIPTION	Describe clearly the details of the service difficulty, including relevant details of the conditions leading up to the problem, weather, significant operating conditions and emergency measures executed in flight. Identify the cause of the malfunction and indicate compliance (or not) with airworthiness directives or service bulletins. Provide any significant facts that may help to reduce or eliminate recurrence of the problem or assist in its investigation.
11. SUBMITTER	Select the appropriate submitter box. Print name, address, telephone and fax numbers and email of individual or company submitting this SDR.

PARTS

To assist possible further investigation of the service difficulty, affected parts should be retained by the submitter for 21 days after submission of the SDR. If Transport Canada does not request the parts within 21 days, submitters may dispose of the parts as they choose.

MAIL OR FAX COMPLETED REPORT TO:
(It is suggested that a copy is kept for your records)

Transport Canada
Continuing Airworthiness - AARDG
330 Sparks St. Ottawa, ON K1A 0N8
(613) 996-9178

For further information on the SDR program, or any SDR, contact a Transport Canada Centre (TCC), or e-mail CAWWEBFeedback@tc.gc.ca

CODES

Box 3 – Status

Code	Status of this SDR (provide one only)
OC	Original Closed: Initial report - complete, nothing further to follow
OO	Original Open: Interim report - further report(s) to follow
SC	Supplemental Closed: Additional information to an earlier report - nothing further to follow
SO	Supplemental Open: Additional information - further report(s) to follow

Box 7(A) – When Discovered

Enter 1 (only) code best describing the stage of flight or ground operation the aircraft was engaged in when the service difficulty was discovered

Code	Stage of Operation When Discovered	Code	Stage of Operation When Discovered
AP	Approach	SI	Special Inspection
CI	Corrosion Inspection	SM	Scheduled Maintenance Procedures
CL	Climb	SO	Special Operations/Other
CR	Cruise	SR	Structural Inspection
DE	Descent	ST	Engine Start
FF	Teardown	SV	Servicing
GR	Ground Handling	TO	Take-Off
HO	Hovering	TX	Taxi
IN	Inspection	UK	Unknown
LD	Landing	UM	Unscheduled Maintenance Procedure
NR	Not Reported		
OH	Overhaul		

Box 7(B) – NATURE

Enter 1 to 3 codes best describing the nature of the condition resulting from the service difficulty. The order is not important.

Code	Nature of Condition	Code	Nature of Condition
A	Flame (visible fire)	G	Multiple failure of like systems
B1	Smoke / Sparks	H1	Electrical power loss (greater than 50%)
B2	Fumes / Odours	H2	Electrical/Avionics components malfunction (not JASC 24)
C	Foreign object impact / Lightning	J1	True warning indication
D1	In-Flight separation / Loss of Aircraft Part	J2	False warning indication
D2	Door open in flight	J3	No warning indication
D3	Noise or sound (bang, etc)	K	Fluid loss (fuel, oil, gas, etc)
D4	Airframe vibration/buffet	L	Malfunction of system being tested or the test circuit itself
E1	Engine vibration	M	Over-temp condition (not fire)
E2	Engine overspeed/surge	O	Other
E3	Engine partial power loss	Q	Quality control problem
E4	Engine case punctured	R	Landing gear collapse / malfunction
E5	Turbine engine flameout	S	Other JASC systems affected
E6	Engine stoppage	U1	Substandard parts
E7	Engine controls affected	U2	Unapproved parts
E8	Prop controls affected	V	Human factors
F1	Fight controls affected	W	Uncommanded depressurization
F2	Flight controls - uncommanded movement		

Box 7(C) – Action Taken

Enter 1 to 4 codes best describing the action taken by the flight crew in response to the service difficulty. Example: codes EJA would signify that an engine was shut down, fuel was dumped and an unscheduled landing was made

Code	Action Taken	Code	Action Taken
A	Unscheduled landing	K	None
B	Emergency descent	L	Aborted approach
C	Aborted take-off	M	Evasive action
D	Returned to blocks	N	Abnormal landing configuration
E	Shut down engine or feathered prop	O	Other
F	Activated fire extinguisher	P	Emergency landing gear extension
G	Oxygen mask deployed	Q	Declared emergency (Mayday, PAN, ERS standby)
H	Deactivated system/circuits	R	Autorotation
I	Intentional depressurization		
J	Dumped fuel		

Canada

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Continuing Airworthiness

SERVICE DIFFICULTY REPORT

Control Number	
1. Registration C-	2. Date (yyyy-mm-dd)
3. Status	

AIRCRAFT INFORMATION	Manufacturer	Model	Serial number
4. Aircraft			
5. Powerplant			
6. Propeller			

7. Codes

(A) When discovered (1)				(B) Nature (3 max.)				(C) Action Taken (4 max.)			

8. ASSEMBLY THAT INCLUDES SPECIFIC PART

(A) Assembly name	(B) Manufacturer	(C) Model / Part number	(D) Serial number

9. SPECIFIC PART CAUSING DIFFICULTY

(A) Part name	(B) Part number	
(C) Part condition	(D) Location of defect on part	
(E) Part cycles	(F) Part TSN HRS	(G) Part TSO HRS

10. Problem description

11. SUBMITTER

Select one: ◯ Manufacturer ◯ Air Operator ◯ AMO ◯ Transport Canada ◯ AME ◯ Other

Name

Address

Telephone (e.g. 999-999-9999)	Fax (e.g. 999-999-9999)	Email

Canada