CHAPTER 32

PROCEDURES FOR REPORTING SUSPECTED UNAPPROVED PARTS (SUP)

0.0 LIST OF EFFECTIVE PAGES

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1.0 OBJECTIVE

This chapter provides guidance for evaluating reported Suspected Unapproved Parts (SUP)

2.0 GENERAL

Systems used by end users to report to the Type Certificate Holder and regulatory agencies are intended to provide widespread warning of the detection of unapproved parts so that operators of similar equipment can be made aware as soon as possible. The inspector should ensure that the AMO has established a process for reporting SUP's.

2.1 Definitions:

Approved parts: An approved part is one whose design has been found to be acceptable to the State of Design, whose proper manufacture has been approved by the State of Manufacture, and that has been found to be in a condition for safe operation by the State of Registry.

Unapproved parts: Parts not meeting the criteria described for approved parts above are considered to be unapproved.

a) parts supplied directly to the end user by a contractor without direct ship authority from the design approval holder and the State of Manufacture to do so;

b) parts maintained or approved for return to service by a person or organization not approved to do so;

c) parts not maintained in accordance with the requirements of the applicable approved data; and

d) parts having reached their life limit, including, if applicable, any shelf-life limit.

2.2 INITIAL NOTIFICATION

A SUP can be detected and/or reported through various means such as submission of an NCAA form AC-AWS032, reports or notifications generated by the Safety hotline, complaints, accidents, incident investigations, surveillance activities or Service Difficulty Reports. When NCAA personnel discover or are made aware of SUP, they shall ensure it is reported on NCAA form AC-AWS032 (SUP Notification Form). Form AC-AWS032A (SUP Status Report Form)

3.0 PROCEDURES

The airworthiness inspector should

a. Solicit Necessary Information
b. Receipt of Parts (to include photograph pictures)
c. NCAA form AC-AWS032 processing - Action office will evaluate information and determine the next course of action.
d. NCAA Form AC-AWS032A Processing – Data from NCAA form AC-AWS032 will serve as the preliminary information to be entered onto NCAA form AC-AWS032A and used for the investigation. It is used by the action office to maintain on-going data on the case.

3.1 INVESTIGATION ACTION/OUTCOMES

Upon receipt of NCAA form AC-AWS032A, the action office should review the notification and determine if additional information is required.

a. Conduct preliminary research – Inspector should conduct a preliminary review of the information and query other references which may be of assistance such as Service Difficulty Reports or Program Tracking

b. Develop an Investigation Plan – Before initiating an investigation, the Inspector should consider the circumstances and nature of the allegation and determine if technical assistance is required.

c. Initiate the Investigation – Action office shall investigate reports to the extent necessary to determine if the SUP notification can be substantiated.

d. Determine Priority of Investigation –

e. Verify SUP Allegation – Confirm the identity, quantity and location of the part(s), where they were manufactured and by whom, who participated in the production and/or distribution, what other parts were produced which may also be affected and update NCAA form AC-AWS032A accordingly.

f. Determine if criminal activity is suspected

g. Conduct Investigation – Ensure that the following are observed, Scope, Timeliness, Securing evidence, Investigative Depth, Enforcement action, resistance/conflict.

h. Determine Status of Parts – If part is determined to be unapproved, specific action may be taken to make a determination that the part meets the requirements to be acceptable for installation on a TC product.

i. Removal of Unapproved Part. – SUP program objectives necessitate the requirement to inform the aviation industry of the existence of unapproved parts and the removal of these parts from the aircraft as soon as practicable. Operation of an aircraft with unapproved parts installed may result in a violation of the applicable parts of the Nig. CARs.

3.2 REPORTING UNAPPROVED PARTS DISCOVERED DURING CERTIFICATION OR SURVEILLANCE

Unapproved parts referred to in this paragraph are those discovered during the course of routine work functions (by Aviation Safety Inspectors) which are confirmed to be unapproved, and do not require further investigation.

a. **New Parts Contained Within A Quality Control System**. – New parts which are contained within a certificate holders quality control system (not yet released) and are either confirmed to be unapproved, or SUP, are not required to be reported unless other parts produced in that same 'batch' or 'lot' have been shipped (escaped).

b. **New Parts Which have been Shipped/Other Parts Approved for Return to Service**.

– Parts which are confirmed to be approved, which have been maintained, repaired, rebuilt, overhauled, or altered and are represented as having been 'approved for return to service', or new parts which are discovered outside the quality system of the certificate holder, must be reported through the SUP reporting process.

3.3 FIELD NOTIFICATIONS

Field Notifications cover a broad range of mediums through which information regarding SUPS may be disseminated. FN may take the form of an AD, direct mailing, Flight Standards Information Bulletin, an entry into a General Aviation Airworthiness Alerts publication, an entry into an issue of the Service Difficulty Reporting Summary, a Special Airworthiness Information Notice, a display on an Internet site, or computer bulletin board, or any combination thereof. With the exception of AD's, the content of FNs is basically the same.

a. Airworthiness Directives – Based on the information discovered by the SUP investigation and/or any other relevant information, the Action Office shall contact the appropriate ACO for determination if an AD is warranted.

b. Field Notifications other than AD's – If an AD is not warranted and it is determined that the aviation community should be advised of the SUP, an FN should be published. The information contained in the FN must be factual and contain the following information as a minimum.

i. The specific aircraft and parts affected, including quality
ii. A brief narrative describing who, what, when, where, and how to include the name of the party responsible and/or accountable for introducing the unapproved part into the system.
iii. Description of how the part can be traced.
iv. A recommendation for part removal or segregation.
v. The address, telephone, fax number of the Action Office which will respond to public enquiries/responses.

3.4 REPORT PROCESSING/CASE CLOSURE

a. Investigation Completed – NCAA form AC-AWS032A and supporting documents are forwarded to the SUP coordinator when all parties are satisfied that the investigation is completed.

b. Verify Conditions (Unapproved Parts) – Action Office shall ensure unapproved parts have been reported, quarantined, removed from service (or scheduled) and an FN has been initiated.

c. Substantiate Findings for Approved Parts – If the investigation discloses confirmation that the SUP meets the criteria of an 'approved part' the narrative block of NCAA form AC-AWS032A should clearly outline the action taken which led to this determination.

d. Forward NCAA Form AC-AWS032A – All relevant portions of the form must be completed and contain accurate information when the case is recommended for closure. Attachments to Form AC-AWS032A should include copies of all pertinent documents which were created or copied during the course of the investigation such as photographs, notes, documented interviews, records of telephone conversations and meetings formal letters, Ads or draft FN is issued and the procedures implemented to remove the unapproved parts from the system. Action office shall review form AC-AWS032A and attachments presented for closure and notify the SUP coordinator with a status determination.

	NIGERIA CIVIL AVIATION AUTHORITY **SUSPECTED UNAPPROVED PARTS REPORT**

Refer to page 2 for instructions on how to complete this form.

1. Date the Part Was Discovered:		**2. Part Name:**
3. Part Number:		**4. Part Serial Number:**
5. Quantity:	**6. Assembly Name:** **Assembly Number:**	**7. Aircraft Make & Model:**

8. Name, Address, and Description of the Company or Person Who Supplied or Repaired the Part:

Name:	**Street Address:**	
City:	**State:**	**Postal Code:**
Country:	**Phone Number:**	

Check One of the Following Applicable to the Company or Person Who Supplied or Repaired the Part:

☐ **Air Operator Certificate #**	☐ **Supplier**
☐ **AMEL – Licence #**	☐ **Production Approval Holder**
☐ **AMO Certificate #**	☐ **Manufacturer**
☐ **Distributor**	☐ **Other**
☐ **Owner/Operator**	☐ **Unknown**

9. Description of the Issue:

10. Name and Address of (the Company or Person) Where the Part Was Discovered:

Name:	**Street Address:**	
City:	**State:**	**Postal Code:**
Country:	**Phone Number:**	

Check One of the Following Applicable to the Company or Person Who Discovered the Part:

☐ **Air Operator Certificate #**	☐ **NCAA Inspector**
☐ **AMEL - Licence #**	☐ **National Safety Investigation Bureau**
☐ **AMO - Certificate #**	☐
☐ **Distributor**	☐ **Other Government Agency**
☐ **Supplier**	☐ **Foreign Civil Aviation Authority**
☐ **Production Approval Holder**	☐ **Owner/Operator**
☐ **Unknown**	☐ **Other**

11. Date of This Report:

12. Check this box if you request anonymity - *Do not complete blocks 13-15*.

13. Name and Address of the Reporter:

Name:	**Street Address:**	
City:	**State:**	**Postal Code:**
Country:	**Phone Number:**	

14. ☐ Check this box if you request confidentiality.

15. ☐ Check this box if you <u>do not</u> wish to receive an acknowledgment letter.

16. ☐ Check this box if you have attached additional information.

Instructions for Completing NCAA Form AC-AWS032, Suspected Unapproved Parts Report

1. Record the date the part was discovered.
2. Record the part name (or a description of the part).
3. Record the part number or identification number of the part.
4. Record the serial number on the part, if applicable.
5. Record the quantity of parts.
6. Record the assembly name and assembly number (where the part was or could be installed).

Example: Part Name: Strut Part Number: PN 12345 Serial Number: 678 Quantity: 1 Assembly Name: Main Landing Gear Assembly Number: PN 90101112

Note: Record additional part numbers on page 3 or a blank sheet of paper with the following column headers:

Part Name — Part Number — Serial Number — Quantity — Assembly Name — Assembly Number

7. Record the type of aircraft the part was (or could be) installed on.

8. Record the complete name and address of the company or person who produced, repaired, and/or sold the part. Do not list a P.O. Box address unless a street address is not available.

Check the box that describes the company or person. Provide the certificate number, if known.

Air Operator Certificate Holder - An NCAA-certificated company or person who undertakes directly by lease, or other arrangement, to engage in air transportation.	**Supplier -** A company or person who furnishes aircraft parts or related services, at any tier, to the producer of a product or part thereof.
Certifying Staff - A person holding an NCAA Aircraft Maintenance Engineer Licence with airframe and/or powerplant ratings or avionic**.**	**Production Approval Holder -** A company or person holding one of the following four types of production approvals: production certificate, approved production inspection system, parts manufacturer approval, or technical standard order authorization issued by NCAA, the State of Design or Manufacture.
AMO - An NCAA-certificated Approved Maintenance Organisation.	**Manufacturer –** The original equipment manufacturer (OEM.)
Distributor - A broker, dealer, reseller or other person or agency engaged in the sale of parts.	**Other-**Record other type of business.
Owner/Operator - The owner or operator of an aircraft.	**Unknown**

9. Record a brief narrative stating why you believe the part is not approved. Include a description of the part (improper configuration, suspect marking, different material, etc.), where it was obtained, and what type of documentation was supplied with it.

10. Record the complete name and address of the location where the part was found. Check the appropriate block to reflect the affiliation of the company or person who discovered the part.

11. Record the date the NCAA Form AC-AWS032 is being submitted.

12. Check this box if you request anonymity (do not wish to provide your identity), and do not complete 13, 14 or 15.

13. Record your name, address and phone number, if desired. This information will enable the NCAA to contact you for additional information, if necessary.

14. Check this box if you request confidentiality of your personal information recorded in block 13.

15. Check this box if you do not wish to receive a letter acknowledging the NCAA's receipt of NCAA Form AC-AWS032.

16. Check this box if you have provided additional information (photos, invoices, certification statements, etc.)

Forward the completed NCAA Form AC-AWS032, Suspected Unapproved Parts Report, to:

NCAA DIRECTORATE OF AIRWORTHINESS STANDARDS Office,
HEADQUARTERS ANNEX
MURTALA MUHAMMED AIRPORT, IKEJA

Email: airworthiness.standards@ncaa.gov.ng

An electronic copy of NCAA Form AC-AWS032, Suspected Unapproved Parts Report, is available on the Directorate of Airworthiness Standards Office's NCAA website at www.ncaa.gov.ng. You may complete the electronic NCAA Form AC-AWS032 and send it the SUP Program Office e-mail address via this website.

NCAA Form AC-AWS032, Suspected Unapproved Parts Report Continuation Sheet Page ( ) of ( )					
Part Name	**Part Number**	**Serial Number**	**Quantity**	**Assembly Name**	**Assembly Number**

	NIGERIA CIVIL AVIATION AUTHORITY **SUSPECTED UNAPPROVED PARTS (SUP) STATUS REPORT**

Refer to page 2 for instructions on how to complete this form.

1. SUP Case Number: **Case Start Date:**		**2. Part Name:**
3. Part Number:	**4. Part Serial Number:**	
5. Part Model/ Manufacturer:	**6. Next Higher Assembly:**	**7. Next Higher Assembly Pin:**

8 Application:	**9. Quantity:**
10. Case Status:	**11. Part Critically Category:**
12. Action Office:	**13. Law Enforcement Involvement:**
14. Aircraft Group:	**15. Aircraft Make/Model/Series**
16. Name & Address of Person/CO under Investigation:	
17. Name & Address of the Physical Location where the Part was Found	
18. SUP Reported by:	**19. Date SUP Discovered**
20. NCAA Hotline Case:	**21. Reporter Anonymous:**
22. Reporter confidential:	**23. FOIA Number:**
24. Connecting Cases:	**25. Description of SUP event/ Complaint (Narrative):**
26. Status of Investigation:	**27. Investigation Result (Narrative):**
28. Case Result:	**29. Unapproved Part Issue:**
30. Field Notification:	**31. Enforcement Activities:**
32. Investigation Completed by:	**33. Directorate/Regional Approval:**
34. Active Office Review:	**35. Total Hours for Investigation:**

APPENDIX 2. NCAA FORM AC-AWS032A INSTRUCTION

1.	SUP Case number: Case Start Date:	Assigned by Action Office The case date generated by Action office
2.	Part Name: multiple	Identify the name of the part. When parts are involved, add them to the second page.
3.	Part Number: part. When	Part number or any other number on multiple parts are involved, and them to second page.
4.	Part serial number:	Serial number on part.
5.	Part Model/Manufacturer:	Manufacturer(s) part i.e. GE, Raytheon, etc
6.	Next Higher Assembly:	The assembly the part is installed on.
7.	Next Higher Ass'y PN:	Part number of the assembly.
8.	Application:	Choose one application for the part.
10.	Case status:	Reflect open/closed investigation
11.	Part Criticality Category:	As defined in FAA Order #8120.10
12.	Action Office:	Reflect the investigating office
13.	Law Enforcement Involvement:	Indicate LEA involvement
14.	Aircraft Group:	Choose the one that is most applicable for the part(s)
15.	Aircraft Make/Model/Series:	List all aircraft on which the unapproved part may be installed.
16.	Name & Address of person/Co. Investigation:	This reflects the current focus of the investigation. The SUP Under investigation is to update/change as necessary
17.	Name & Address of the physical Location Where the Part was Found:	Location where the SUP was found
18.	SUP Reported by:	To be completed by Action Office

19.	Date SUP discovered:	Reference block #10 on the NCAA form 8120.11. to be completed by Action Office.
20.	NCAA Hotline Case#:	Provide hotline number if applicable
21.	Reporter Anonymous:	Reflect reporter is anonymous. To be completed by Action Office.
22.	Reporter confidential:	Reflects reporter desired to remain confidential. Reference block #13 on the NCAA Form AC- AWS032.
	FOIA Number: applicable.	Provide FOIA request number if
24.	Connecting Cases:	Reflect common/connected cases. To be completed by Action Office Updated by investigator as necessary.
25.	Description of SUP Event/ Complaint (Narrative)	Describe SUP allegation.
26.	Status of Investigation:	Reflects status of investigation
27.	Investigation Results findings etc, (Narrative) sheets as	Write a short narrative to include results, continue on back of form and additional necessary.
28.	Case Result:	Applies to the case. If an unapproved part is confirmed during investigation the case closure will be reflected as unapproved part case.
29.	Unapproved Part Issue:	If it is unapproved part case choose one that best fits the investigation outcome.
30.	Field Notifications:	Check all that apply to the case.
31.	Enforcement Activities:	Insert the enforcement investigation report number.
32.	Investigation Completed by:	Reflects the investigating Aviation Safety Inspector
33.	Directorate/Regional Approval:	Signature of Manager or SUP Coordinator
34.	AVR-20 Review:	Three AVR-20 staff personnel will sign. this reflects case closure.
35.	Total Houses for Investigation:	Record the current total number of hours used for the investigation (update as necessary) investigators, support staff, SUP Coordinator, etc.