

# **Dillon Aero Inc.**

## **Field Service Bulletin**

### **Product Deficiency Procedure**

#### **OVERVIEW**

The purpose of this bulletin is to discuss the procedure for reporting deficiencies in Dillon Aero, Inc. manufactured or supplied materiel.

A deficiency is defined as materiel that does not fulfill its expected purpose, operation, or service due to deficiencies in design, specification, materials, manufacturing process, and/or workmanship. This includes failure of items independent of their respective warranty period.

#### **PROCEDURE**

Dillon Aero, including its employees, and approved contractors (herein referred to as "Dillon Aero"), may receive a report of a product deficiency in a variety of ways. These include (but are not limited to):

- Verbally (in person or by telephone): *no action will be taken*
- Fax: 1-480-948-6616 (Attn: Customer Service Dept.)
- E-mail: [DeficiencyReport@dillonaero.com](mailto:DeficiencyReport@dillonaero.com)
- Mail: *Dillon Aero, Inc.*  
*Attn: Customer Service Dept.*  
*8009 East Dillons Way*  
*Scottsdale, AZ 85260 USA*

#### **VERBALLY**

At the time of receiving a verbal product deficiency, the person receiving such deficiency is to inform the customer/user of DASD0038 - Dillon Aero Product Deficiency Report. *No corrective action will be done without a completed DASD0038.*

#### **FAX, E-MAIL, MAIL, OR VIA THE DILLON AERO WEBSITE**

When DASD0038 is Submitted via fax, e-mail or via the Dillon Aero website, it will be routed to the Customer Service Department, who will assign it a Deficiency Report Number (done automatically if submitted via the Dillon Aero website) and rout it to the person(s) tasked with reviewing the document.

#### **DISPOSITION**

Based upon the information furnished to Dillon Aero (in Form DASD0038), a ruling will be made in the shortest amount of time possible. This ruling will declare if the deficiency is due to Dillon Aero or the customer/user. Customers/users shall be kept "in the loop" as much as possible throughout the procedure. Action will be taken based upon the ruling, and that Deficiency Report Number will be closed out.

**Dillon Aero Inc.**  
**8009 East Dillons Way**  
**Scottsdale, AZ 85260 USA**

**480.333.5450**  
**800.881.4231**  
**Fax: 480.948.6616**

## **COMPLETING FORM DASD0038**

The originating point shall certify Form DASD0038 for completeness, validity, and accuracy before it is submitted to Dillon Aero. It is important to provide as much information as possible. Based on the nature of the deficiency and source of items, complete research may not be possible if all blocks are not completed. Dillon Aero will obtain missing information from the originator, using telephone or e-mail as required. Below are the Instructions on how to fill out Form DASD0038:

### **UNIT NAME/POC**

Enter the end user or unit and the name of the point-of-contact available. Include telephone number, fax number, and e-mail address if available.

### **UNIT ADDRESS**

Enter the physical address of the unit. Include the city, state, and country when applicable.

### **WEAPONS PLATFORM**

Enter the tail number, license plate, vehicle number or serial number of the platform where the deficiency occurred. Include the position on the vehicle if applicable - left, right, rear, turret, etc.

### **DEFICIENT PART**

Enter the name of the part, the Dillon Aero part number, lot number, and the serial number (if available).

### **DEFICIENCY SEVERITY**

Check the appropriate box for the severity of the deficiency (1 = Minor, 5 = Severe).

### **DEFICIENCY DATE**

Enter the date the deficiency occurred/was identified.

### **REPORTING DATE**

Enter the date that Form DASD0038 was filled out.

### **DEFICIENCY DETAILS**

Describe the details of the deficiency. Include text, photos, and/or illustrations. If more space is required, attach additional sheets.

### **INSPECTION FINDINGS**

List any conclusions about the discrepancy. If more space is required, attach additional sheets.

### **NAME AND SIGNATURE**

Enter the printed name and signature of the unit point-of-contact verifying the validity of information provided.