



# **ATTACHMENT 7**

**MAINTENANCE GROUP CHAIRMAN'S FACTUAL REPORT**

**DCA-07-MA-310**

**GPM Chapter 02-23 Request for Services/Form E63**

**Chapter 02: Administration and Operating Procedures**

02-23 REQUEST FOR SERVICES/FORM E63

**1. GENERAL**

1. The Request for Services (RFS) (Form E63) provides a standard method within M&E to request services when, for tracking purposes, documentation of the request and the response is desired. An RFS may not be necessary when the request can be made and responded to using other methods of communication (i.e., Electronic Document Approval process).

**NOTE:** Electronic Document Approval process is not an appropriate method for requesting MCM revisions as it does not necessarily provide the reason, analysis and justification for the change as is the case with the RFS form.

2. Services to be requested on the RFS are:

- a. Revision of specifications
- b. Revision of manual procedures
- c. Authorization of substitute expendable materials (cleaners, tapes, etc.)
- d. Technical information on maintenance difficulties reported
- e. Maintenance deferments as noted in GPM Sec. 17
- f. Other technical assistance

**3. FORM ORIGINATION**

1. Anyone may originate an RFS.
2. The RFS request must be approved before it will be considered. RFS requests cannot be approved by the originator. Normally RFS requests should be approved by the station maintenance manager, TULE, AFW or MCIE dock/shop manager, the QA manager (as applicable) or the requestor's Supervisor. The form provides for joint approval when the request affects more than one organization (example: Production and Quality Assurance).

**NOTE:** This provision does not apply to RFS's originated within EPQA.

3. All RFSs are to be sent to Maintenance Programs and Modification Planning (MP & MP) for tracking and assignment to the appropriate department for response.

RFSs that pertain to the A300, B737, B757, F100 or MD80 fleets specifically, and those that are not fleet specific, are to be sent to MP & MP in Tulsa at mail drop 211. Those for the B767 or B777 to MP & MP at mail drop 8949/AFW.

When requesting routine MCM changes/revisions, when possible identify all other cards performing the same or similar task, for which the requested changes might also apply, for example, LH & RH or FORWARD & AFT tasks.

4. When the need arises to have Work Cards (ECO, FCD and MCM) changed/revised (red-lined) in order to complete a required check within the scheduled time, an RFS will be prepared and processed per GPM Sec. 24-02 and/or Sec 09-14.
5. For RFSs that affect Airframe Manuals (AMM, FIM, IPC, WDM, SSM, ASM, etc.) and pertain to an AR, list the AR # in the Description of Services Requested section of the RFS. For Electronic Document Approval (DART) requests, please list the AR # in the Description section.

**4. ALTERNATE FORM**

1. In lieu of sending the standard Form E-63 RFS, a request may be transmitted to the appropriate MP & MP group via Jetnet. The form is accessed through the URL address:

<http://me.aa.com/apps/rfs>

Once accessed, the requestor will select the appropriate routing for the document by using the pull down menu in the "TO:" block at the top of the form.

The form must be completed providing as much detail of the requested change as possible, providing specific references and requirements. It is then submitted by left clicking on the "SUBMIT RFS" button. The input will be acknowledged by returning a computer generated RFS number to the requestor.

NOTE: By submitting an RFS via this procedure, the requestor attests to the fact that he/she is familiar with the content of this GPM section, has discussed the request with his/her manager or supervisor, and has that manager/supervisor's approval to submit the request.

2. It is acceptable to use different numbering system and layout for RFS (Form E63) as long as the number is assigned sequentially and blocks are provided for the same data to be entered, i.e., single page printed from database which uses three digit individual organizations and individuals to track their RFSs.

AMERICAN AIRLINES, INC.  
 REQUEST FOR SERVICES  
 FORM E63 (Rev. 2/04) CPN5687014

**B 123456**

TO \_\_\_\_\_ ORGANIZATION \_\_\_\_\_ M.D. \_\_\_\_\_ STA. \_\_\_\_\_

**PART 1 - ORIGINATOR**

ORIGINATOR'S NAME (PRINT)	MAIL DROP/STATION	ORGANIZATION	SHOP NO.	TEL. NO.	DATE REQUESTED	DATE REQUIRED
<input type="checkbox"/> AIRCRAFT <input type="checkbox"/> SERVICE REQUESTED		<input type="checkbox"/> POWER PLANT		<input type="checkbox"/> GROUND EQUIPMENT		<input type="checkbox"/> OTHER
<input type="checkbox"/> CARD & MANUAL REVISION		<input type="checkbox"/> TECHNICAL ASSISTANCE		<input type="checkbox"/> OTHER		
TYPE A/C, ENGINE & SYSTEM AFFECTED						
WORK CARDS/MANUALS AFFECTED						
NAME, CPN/PART NUMBER, SERIAL NUMBER, TS/T/ISO OR MAINTENANCE CHECK						
DESCRIPTION OF SERVICES REQUESTED						
<input type="checkbox"/> AFFECTS RVSM		<input type="checkbox"/> AFFECTS LMP		<input type="checkbox"/> AFFECTS ER/E/ETOPS		
BASIC REASON FOR REQUEST						
APPROVAL SIGNATURE		DATE	APPROVAL SIGNATURE		DATE	

**PART 2 - RECIPIENT (COMPLETE AND RETURN TO ORIGINATOR)**

ANALYSIS

ACTION TAKEN

DATE ACTION TO BE TAKEN.

INVESTIGATED BY:	DATE:	APPROVED BY:	DATE:
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Figure 1. Request for Service (Form E63)

END