

# Design Feedback and Customer Support

Operators are encouraged to provide feedback to Alpha Aviation on the Design Feedback Form. This form is formally processed by Alpha Aviation's design department, and may lead to the issue to a service bulletin or service letter to address safety and continued airworthiness issues.

Submitted design feedback is handled in accordance with the procedures outlined in the following paragraphs.

If a failure has occurred and urgent support is required from the design department with advice or an approved repair scheme, please contact customer support by phone or e-mail. A design feedback form should still be submitted, but submitting the design feedback form would not trigger specific customer support assistance other than the issue of a service bulletin or letter if required.

## Forms of Feedback

A Design Feedback Form is used for the standardised reporting of damage, defects, or other information for continued airworthiness, occurring on Alpha Aviation (and Robin R2000 series) aircraft.

### Design Feedback Form

The Design Feedback Form used is a DES 22, available in the Alpha Maintenance Manual, or on the Alpha Aviation Web site.

## Submitting Feedback and Follow-Up

When feedback to Alpha Aviation relates to a design defect that has resulted in a hazard, or has the potential to result in a hazard, then Alpha Aviation will take design action to correct the defect. The assessment of a reported defect's hazard potential is made by Alpha Aviation.

When feedback to Alpha Aviation relates to a design defect that has resulted in, or has the potential to result in, a catastrophic or major hazard then:

- The submitter must also fill out the relevant sections of NZ CAA form CA005D (available from NZ CAA website [www.caa.govt.nz](http://www.caa.govt.nz)),
- The form CA005D must be submitted to the NZ CAA as soon as possible,
- If the feedback requires corrective action, Alpha Aviation notifies all recipients of the design of the defect and corrective action by means of a service bulletin.

When feedback relates to a design defect that has resulted in, or has the potential to result in, a minor hazard then:

- The Design Feedback form must be submitted to Alpha Aviation within 28 working days, and
- If any corrective action is required, Alpha Aviation will advise all recipients of the design by means of a service bulletin or service letter.