

To: Frank Hilldrup, National Transportation Safety Board

From: Ron Alverado

Subject: Observations while working on sight in Dayton Ohio

Date: August 8, 2002

Dear Sir,

Per your request, the following is my witness account of a specific flight control problem I was asked to solve while providing on sight support at the Emery Worldwide Airlines flight line in Dayton Ohio June 2001.

EWA was working on an aileron flight control system discrepancy on aircraft N796FT. An EWA employee named Clay Bass was performing this maintenance. When I approached the aircraft to see if my help was needed I identified that the maintenance manual being referenced was the incorrect effectivity for that aircraft. The response from Mr. Bass was to mind my own business, and that EWA re-rigs every aircraft leaving TTS because we do not know how to rig flight controls. I left the area and went to assist on another aircraft. The aircraft was released after the EWA mechanics finished their task.

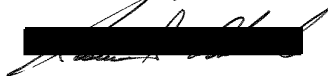
The aircraft N796FT returned later that night and I was asked to prepare the aircraft for its flight the next morning. This included tending to any logbook discrepancies generated from the previous flight. One of the logbook items generated by the flight crew was related to the aileron system. Ailerons require 4 degrees of trim. My first step was to reference the Maintenance manual for guidance. Then I went to the cockpit to check the neutral of the aileron tab setting. When I attempted to turn the aileron trim knob it came off in my hand. We then verified all adjustments in the fuselage leading out to the wings, then checked the cables routed through the wings. When we removed the panels at the power packs we immediately noticed hardware that was installed hand tight and missing cotter pins and safety wire. I brought this to the attention of an EWA and TTS supervisor. To address the discrepancy I adjusted the aileron system per the maintenance manual, which included resetting neutral at the tabs, installed and secured the aileron trim knob, and performed travel checks associated with the inspection/check portion of the maintenance manual. After the maintenance was complete signed off the aircraft logbook and continued servicing the aircraft to prepare for the next flight. Aircraft N796FT departed for its next flight and returned again the next day with no discrepancies noted in the aileron system.

Upon returning to TTS, the on site TTS supervisor (Perry Jacobson) that was in Dayton during this time period, generated a letter in parallel to a phone conversation with Dave that took place at the time of the incident. This letter was written July 19, 2001. Dave Hoffstetter communicated by telephone at the time of the occurrence with Emery Worldwide Airlines Maintenance Control to try and help harmonize the situation, yet allow EWA to understand the mistake that was made by their mechanics.

Following the above incident Dave Hoffstetter sent the revised "C" check work card addressing the aileron trim tab settings to EWA's maintenance control. Apparently, maintenance Control or the line maintenance group did not know that their fleet had been standardized to have "0" degrees trim tab at neutral. The emery "C" check routine work card 4501 clearly calls out the neutral setting to be "0" inch + or - 1/8" inch.

Thank you for the opportunity to share this frightening account and I regret not being able to remember more names of people involved. I know I would recognize the people involved if I saw them. However, should you have any questions please do not hesitate to contact me.

Sincerely,



Ron Alverado
Tennessee Technical Services
A&P mechanic/Quality Assurance Inspector