

EMERY WORLDWIDE AIRLINES

RESPONSE TO

EXHIBIT 17I



AGL-230E

APR 25 2000

Certified-Return Receipt

Mr. Kent T. Scott
President and Chief Operating
Officer
Emery Worldwide Airlines
Dayton International Airport
One Emery Plaza
Vandalia, OH 45377

Dear Mr. Scott:

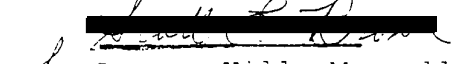
Enforcement Investigative Report #2000-GL-00-0004

On March 21, 2000, personnel from this office performed a Ramp Inspection of Emery Worldwide aircraft, Douglas DC-8-71F, U.S. Registration No. N997GE. It was discovered that crew bags and items of mass were found behind the Additional Crewmember (ACM) seats, located in the control cabin, unsecured and with no means to secure them.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration (FAA). We would appreciate receiving any evidence or statements you might care to make regarding this matter within 10 days of receipt of this letter. Any written statements furnished by you will be given consideration in our investigation and any subsequently prescribed sanction or corrective action. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,

Original Signed By


Luanne Wills-Merrell
Manager, Technical Programs
Branch

cc: AGL-230/AGL-230G/DTW FSDO (Attn: Mr. Bob Dorn) CVG FSDO

File: 8030
WP: H:\HOME\AGL230AP\000097.doc
AGL-230G:APearson:ap:x7147:04/21/2000



TECHNICAL PROGRAMS BRANCH
AGL-230
RECEIVED

MAY 12 2000

May 09, 2000

Luanne Wills-Merrel
Manager, Technical Programs
Federal Aviation Administration
Flight Standard Division
2300 East Devon Avenue
Des Plaines, IL 60018

A	_____	K	_____	N	_____
B	_____	L	_____	O	_____
C	_____	M	_____	P	_____
D	_____	N	_____	Q	_____
E	_____	O	_____	R	_____
	COPY _____		FILE _____		

RE: Enforcement Investigative Report #2000-GL-00-0004

Dear Ms. Wills-Merrel,

We acknowledge your letter dated April 25, 2000, but we are mystified at the information you provided in your letter.

You refer to an area in the aircraft we are not familiar with, "The Control Cabin". Additionally, you make another reference to "items of mass" in the same sentence. We need clarification of what you are referring to. You indicated the tail number of an aircraft that was inspected, but you do not indicate where this particular inspection took place.

We are more than willing to provide appropriate information in a timely manner, however, before we do so we need your clarification on the following three issues:

1. What items of mass are you referring to?
2. Where is the area you refer to as the control cabin?
3. Where did this inspection take place?

Should you have any questions or need any further information regarding the above subject matter, please contact me at your earliest convenience.

Sincerely,

Jim Qswald
Chief Pilot

Cc: Ted Graves
Richard Hagquist
Tom Wood

2306

JUN 20 2000

Mr. Kent T. Scott
President and Chief Operating Officer
Emery Worldwide Airlines
Dayton International Airport
One Emery Plaza
Vandalia, OH 45377

Dear Mr. Scott:

CORRECTED LETTER Enforcement Investigative Report #2000-GL-00-0004

This letter is in regard to a Federal Aviation Administration (FAA), Ramp Inspection performed on March 21, 2000, at O'Hare International Airport, in Chicago, Illinois, on Emery Worldwide Airlines, DC-8-71F aircraft, U.S. Registration N997GE. During this inspection, it was noted that crew bags, an aluminum case and three other cases (Items of Mass, as referenced in Federal Aviation Regulation 121.576) were found unsecured next to the aircraft library/radio rack, behind the additional crew members (ACM) seats/cockpit observer seats without restraint or any means to secure them.

This letter is to inform you that this matter is under investigation by the FAA for possible non-compliance with the Federal Aviation Regulations. We wish to offer you an opportunity to submit a written statement. If you desire to respond, please do so within ten (10) days after receipt of this letter. Your statement should contain all pertinent facts and any mitigating circumstances which you feel may have bearing on this investigation. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,

Original Signature
Aurelia A. Pearson
Aviation Safety Inspector

cc: AGL-230/AGL-230G/CVG FSDO



June 27, 2000

Aurelia A. Pearson
Aviation Safety Inspector
Federal Aviation Administration
Flight Standard Division
2300 East Devon Avenue
Des Plaines, IL 60018

RE: Enforcement Investigative Report #2000-GL-00-0004 (second letter)

Dear Aurelia Pearson,


We acknowledge your letter dated June 20, 2000 and thank you for correcting and clarifying your previous letter on this issue.

We agree with Federal Aviation Regulation (FAR) 121.576. This particular FAR refers to each item of galley equipment and each serving cart, when not in use, from becoming a hazard by shifting under the appropriate load factors corresponding to the emergency landing conditions under which the airplane was type certificated.

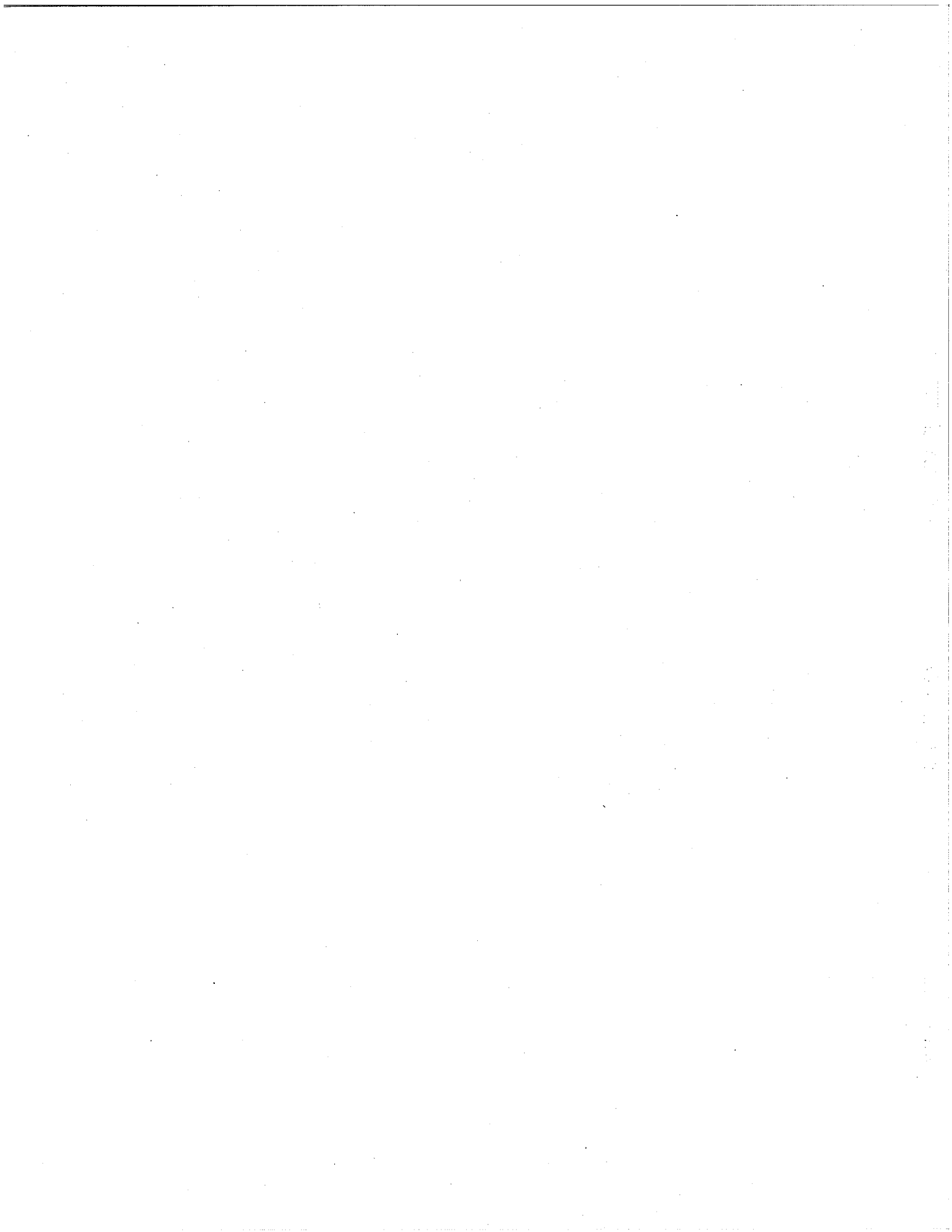
As you may or may not know, Emery Worldwide Airlines (EWA) is not a passenger carrying airlines, with this in mind, each item of galley equipment and each serving cart is not part of our DC-8 aircraft equipment, so therefore this does not apply to our operation.

Emery Worldwide Airlines conducted an inspection of aircraft N997GE on June 27, 2000 and found no item(s) you referred to in your letter. Emery Worldwide Airlines is not in a position to hypothesize on the "Crew Bags" issue you mentioned. Emery Worldwide Airlines supports FAR 121.576 and all other FARs as they apply to our current operation.

Sincerely,


Jim Oswald
Chief Pilot

Cc: Ted Graves
Richard Hagquist
Tom Wood





U.S. Department
of Transportation
Federal Aviation
Administration

Great Lakes Region
Flight Standards Division

2300 E. Devon Avenue
Des Plaines, IL 60018

cc: Tom Wood

APR 25 2000

Certified-Return Receipt

Mr. Kent T. Scott
President and Chief Operating
Officer
Emery Worldwide Airlines
Dayton International Airport
One Emery Plaza
Vandalia, OH 45377

RECEIVED
MAY 01 2000
KENT T. SCOTT

Dear Mr. Scott:

Enforcement Investigative Report #2000-GL-00-0006

On April 6, 2000, personnel from this office performed an Enroute Inspection of Emery Worldwide aircraft, Douglas DC-8-63, U.S. Registration No. N950R. It was discovered that the aircraft emergency equipment, specifically the forward entry door Halon bottle, was not marked as to date of last inspection.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration (FAA). We would appreciate receiving any evidence or statements you might care to make regarding this matter within 10 days of receipt of this letter. Any written statements furnished by you will be given consideration in our investigation and any subsequently prescribed sanction or corrective action. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,

[Signature]
[Redacted]

fr LuAnne Wills-Merrell
Manager, Technical Programs
Branch



May 11, 2000

Luanne Wills-Merrel
Manager, Technical Programs
Federal Aviation Administration
Flight Standards Division
2300 East Devon Avenue
Des Plaines, IL 60018

Dear Ms. Wills-Merrel:

This letter is in response to your enforcement investigative report 2000GL000006 letter to Mr. Kent Scott, dated April 25, 2000.

In response to your inspection findings on April 6, 2000 on aircraft N950R, Halon Bottle, this was reviewed by Quality Control and found to be in compliance with Emery Worldwide Airlines (EWA) inspection program.

On the attached log page #7747-01, item 4, the referenced FAA Inspection finding was written up and corrective action taken.

EWA's "B" Check inspection program card B012, page 1 of 3, performs a visual inspection of the emergency equipment. The attached page reflects the "B" Check inspection prior to the April 6, 2000 date, reflecting the readable date.

In a proactive spirit to always improve our inspection processes, EWA has currently hired two (2) Quality Control Aircraft Inspectors to be assigned to the Dayton "B" Check Station, and are in process of hiring six (6) more for three (3) additional EWA "B" Check Stations. This Quality Control focus is to enhance the inspection process.

Based on the facts presented in this letter, EWA believes this issue to be in compliance with EWA's programs, and would request this to be closed with no action by the FAA.

If you need additional information, or would like to discuss this further, please call me at 937-415-7830.

attachments

Sincerely,

A handwritten signature in black ink, which appears to be "Thomas M. Wood". The signature is written over a black rectangular redaction box.

Thomas M. Wood
Senior Director Quality Control

cc: Kent Scott
Rene' Visscher
Dave Ungemach
Edward Jones





U.S. Department
of Transportation
**Federal Aviation
Administration**

Great Lakes Region
Flight Standards Division

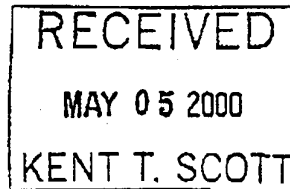
2300 E. Devon Avenue
Des Plaines, IL 60018

CC: Tom Wood

APR 27 2000

Certified-Return Receipt

Mr. Kent T. Scott
President and Chief Operating
Officer
Emery Worldwide Airlines
Dayton International Airport
One Emery Plaza
Vandalia, OH 45377



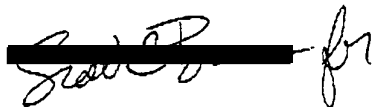
Dear Mr. Scott:

Enforcement Investigative Report No. 2000-GL-00-0007

On April 13, 2000, personnel from this office performed an inspection on Emery Worldwide, at the facility, located at 770 E. Irving Park Road, Bensenville, IL, 60106. It was discovered that the three facility scales used to weigh Emery Worldwide Airline freight were only calibrated up to 2000 pounds.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration (FAA). We would appreciate receiving any evidence or statements you might care to make regarding this matter within 10 days of receipt of this letter. Any written statements furnished by you will be given consideration in our investigation and any subsequently prescribed sanction or corrective action. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,



Luanne Wills-Merrell
Manager, Technical Programs
Branch



May 5, 2000

Ms. Luanne Willis-Merrell
Manager Technical Programs Branch
Federal Aviation Administration
2300 E. Devon Avenue
Des Plains, IL 60018

Subject: File No. 2000GL00-0007

Dear Ms. Willis-Merrell:

I am writing regarding the above referenced EIR dated 27, 2000 which was received on May 5, 2000..

This EIR is in regard to your inspection of April 13, at the Emery Worldwide Customer Service Center.

Your letter states that three facility scales were only calibrated up to 2,000 pounds. I am not certain what you mean by this statement.

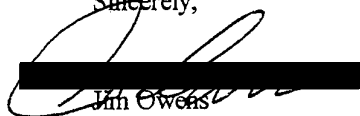
Emery Worldwide scales are all calibrated, by Certified Technicians, according to all applicable standards.

You also say three scales and there is only two scales at the Chicago facility that are used to weight cargo for Emery Worldwide Airlines aircraft.

It appears that there may be some misunderstanding as to how scales are calibrated and how they are used. I would suggest that you may want to refer to the "National Institute of Standards and Technology" which is a division of the Department of Commerce for scale calibrating methods, as well as, those for the State of Illinois.

Ms. Willis-Merrell, since you do not refer to any violation of any FAR's and the fact that Emery Worldwide scales are calibrated by a Certified scale company, I respectfully request that this EIR be closed with no action..

Sincerely,


Jim Owens
Director ULD Management

cc: Kent T. Scott
Tom Wood
Harold Camden - CVG PMI



U.S. Department
of Transportation
**Federal Aviation
Administration**

Flight Standards District Office
6303 W. Southern Avenue
Indianapolis, Indiana 46241
317-487-2400, Fax: 317-487-2429

April 19, 2000

Certified Mail
Return Receipt Requested

File No. 2000GL110065

Emery Worldwide Airlines, Inc.
Mr. Kent T. Scott Chief Operating Officer
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377

Dear Mr. Scott:

Personnel of this office are investigating the operation of Emery Flight # 104, from Dayton, Ohio to Tampa, Florida, on April 13, 2000. The aircraft was a DC-8-63 aircraft, N796AL. The aircraft and cargo were inspected upon arrival at Tampa, Florida. The pallet and net build-up identified as 7102 EB, had several broken and frayed ropes in the net. The net was a Bridport net, serial number 11990297. The amount of damage and wear to this net was beyond acceptable limits. The net was in an unairworthy condition. Operations of this type are contrary to Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration (FAA). We would appreciate receiving any evidence or statements you might care to make regarding this matter within 10 days of receipt of this letter. Any discussion or written statements furnished by you will be given consideration in our investigation and any subsequently prescribed sanction or corrective action. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,

ORIGINAL SIGNED BY

George M. Ballard
Aviation Safety Inspector

IOP# 1-1

CONCURRENCES
ROUTING SYMBC
GMB
INITIALS/SIG
DATE
4/19/00
ROUTING SYMBC
TKS
INITIALS/SIG
DATE
4/19
ROUTING SYMBC
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DATE



April 25, 2000

Mr. George M. Ballard
Aviation Safety Inspector
Federal Aviation Administration
8303 W. Southern Avenue
Indianapolis, Indiana 46241

Subject: File No. 2000GL110065

Dear Mr. Ballard:

I am writing in regard to your letter of April 19, 2000 which was received on April 25, 2000..

This letter is in regard to your cargo loading observations of April 13, 2000. Aircraft N796AL which operated from Dayton to Tampa as flight EB104.

The cargo net you observed on P1P7102EB should not have been used. Your observation that the net was unworthy was correct. Using equipment in the described condition is unacceptable and contrary to Emery Worldwide Airlines procedures.

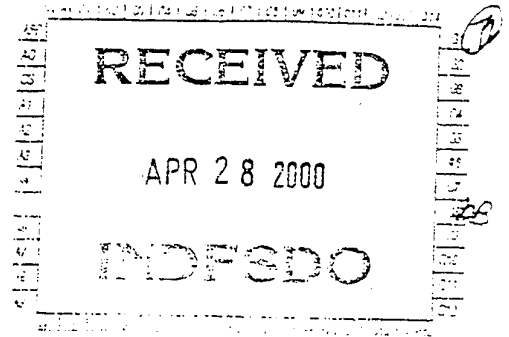
Mr. Ballard, I had the cargo net sent to me and it has been used as a visual aid in reviewing the loading error.

Following are some of the actions we are taking to prevent a recurrence of this type of violation.

1. All EWA Ground Handlers received recurrent Aircraft Loading Manual and ULD Airworthiness training on April 7 & 14.
2. Ground Services Supervisors are currently being hired to oversee EWA operations at HDY and all out stations. The first group of supervisors will be going through training the week of May 1 with additional classes following.
3. General Service Announcements have been sent to all EWW locations concerning ULD Airworthiness, Cargo net airworthiness inspections, Securing Oversize Cargo with supplemental straps in addition to the cargo net and forbidding the looping on of double stud fittings to cargo nets.

Mr. Ballard, as you can see we have taken your observations seriously.

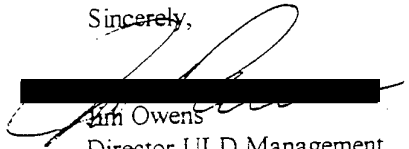
Your letter along with all other related documentation has been forwarded to the Vice President of HUB Operations for his follow-up with his employees.



IOP# 4-7

I respectfully request that this LOI be closed with no further action based on the efforts being made to eliminate future occurrences of this nature..

Sincerely,


[Redacted]
Tim Owens
Director ULD Management

cc: Kent T. Scott
Tom Wood
Tim Wendling
Harold Camden - CVG PMI



U.S. Department
of Transportation
**Federal Aviation
Administration**

Flight Standards District Office

CC: Tom Wood

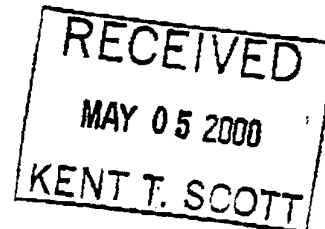
8303 W. Southern Ave.
Indianapolis, Indiana 46241
(317) 487-2470, Fax: (317) 487-2429

April 27, 2000

CERTIFIED MAIL—RETURN RECEIPT REQUESTED

File No.: 2000GL110069

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, OH 45377



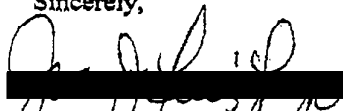
Dear Mr. Scott:

On March 30, 2000, personnel from the Indianapolis Flight Standards District Office observed the unloading operation of a DC-8 -73F, N791FT, operated by Emery Worldwide Airlines, in Fort Lauderdale, Florida (FLL).

An inspection was conducted inside the cargo hold after the unloading operation and two locks at station number 15 were found unsecured and misaligned. Lock number 5 was found with the rear lock screw unsecured and out of the track. Lock number 4 was found improperly positioned approximately 1 foot forward of the required stenciled marks and the other corresponding locks on station 15. Operating the aircraft with two locks not properly secured and in the wrong location is contrary to Federal Aviation Regulations and Emery's Aircraft Maintenance Manual.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration (FAA). We would appreciate receiving any evidence or statements you might care to make regarding this matter within 10 days of receipt of this letter. Any discussion or written statements furnished by you will be given consideration in our investigation and any subsequently prescribed sanction or corrective action. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,


Juan J. Ferrás-Lugo
Aviation Safety Inspector

cc: H. Camden
B. Dorn



May 5, 2000

Mr. Juan J. Berres-Lugo
Aviation Safety Inspector
Federal Aviation Administration
8303 W. Southern Ave.
Indianapolis, Indiana 46241

Subject: File No. 2000GL110069

Dear Mr. Berres-Lugo:

I am writing regarding the above referenced LOI of April 27, 2000 which was received on May 5, 2000.

This LOI is in regard to your inspection of March 30, of aircraft N791FT, in which, after off load, you discovered that, position number 15 had one pallet lock was loose and another misaligned.

There is a Maintenance Log entry that does confirm that the locks were as you saw them and that corrective action was taken. However, there is no indication that the aircraft actually operated with the locks as you describe. It is possible that the locks were moved and loosened during the off load process.

We are very concerned with cargo being properly secured on Emery aircraft and do have procedures for reporting any missing, broken, loose or misaligned locks. No lock discrepancies were reported for the flight to Fort Lauderdale at the origin station so I can only assume that nothing was malfunctioning at the time the aircraft was loaded.

Mr. Berris-Lugo, based on the fact that there is no indication that you observed that the cargo was improperly secured during flight, we respectfully request that this Letter of Investigation be closed with no action.

Sincerely,



Jim Owens

Director ULD Management

cc: Kent T. Scott
Tom Wood
Harold Camden - CVG PMI





U.S. Department
of Transportation
Federal Aviation
Administration

C. Tom Wood

Flight Standards District Office
6303 West 24th Avenue
Indianapolis, Indiana 46241
(317) 487-2400, Fax: (317) 487-2428

April 26, 2000

CERTIFIED MAIL—RETURN RECEIPT REQUESTED
File No. 2000GL110070

RECEIVED
MAY 01 2000
KENT T. SCOTT

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza/ Dayton International Airport
Vandalia, Ohio 45377

Dear Mr. Scott:

Personnel of this office are investigating the use of an outdated Aircraft Loading Manual, which involved the ground operations at Logan International Airport (BOS), Boston, Massachusetts. On March 31, 2000, a facility inspection check was conducted on East Coast Airport Services, the ground handling contractor for Emery Worldwide Airlines, Inc. (RRXA) at BOS. During the inspection it was found that the Aircraft Loading Manual at that station was a draft copy and was not kept current as required by FAR Part 121.133(a). Operations of this type are contrary to Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration (FAA). We would appreciate receiving any evidence or statements you might care to make regarding this matter within 10 days of receipt of this letter. Any discussion or written statements furnished by you will be given consideration in our investigation and any subsequently prescribed sanction or corrective action. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,


Jose O. Berrios
Aviation Safety Inspector

Enclosure
Privacy Act notice



May 1, 2000

Mr. Jose' O. Berrios
Aviation Safety Inspector
Federal Aviation Administration
8303 West Southern Avenue
Indianapolis, Indiana 46241

Subject: File No. 2000GL110070

Dear Mr. Berrios:

I am writing regarding the above referenced LOI of April 26, 2000 which was received on May 1, 2000..

This LOI is in regard to your inspection of March 31 in which you found an outdated Emery Worldwide Airline Aircraft Loading Manual at East Coast Airport Services.

Mr. Berrios, the current Aircraft Loading Manual was in fact at the East Coast Airport Services main office as it was being reviewed by the Training Manager. The manual has since been returned to the ramp office.

Based on the facts I respectfully request that this file be closed with no further action.

Sincerely,

A handwritten signature in black ink, which appears to be "Jim Owens". The signature is written over a solid black rectangular redaction box.

Jim Owens
Director ULD Management

cc: Kent T. Scott
Tom Wood
Pat Nelson
Harold Camden - CVG PMI



U.S. Department
of Transportation
Federal Aviation
Administration

DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

cc: Tom Wood

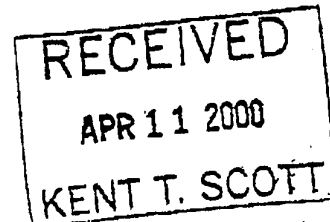
Willow Run Airport - East Side
3800 Beck Rd.
Belleville, Michigan 48111

March 30, 2000

CERTIFIED-RETURN RECEIPT

FILE #00GL230082

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377



Dear Mr. Scott:

Personnel of this office are investigating an occurrence, which involved the operation of a DC8-71F aircraft, N997GE, at Vandalia, Ohio, on March 22, 2000.

This aircraft was operated in revenue service after a category "A" MEL item (A8934111-5818) was extended. Operations of this type are contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration (FAA). We would appreciate receiving any evidence or statements you might care to make regarding this matter within 10 days of receipt of this letter. Any discussion or written statements furnished by you will be given consideration in our investigation and any subsequently prescribed sanction or corrective action. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,



Robert L. Perkins
Aviation Safety Inspector



April 18, 2000

Mr. Robert L. Perkins
Aviation Safety Inspector
Detroit - FSDO
Willow Run Airport - Eastside
8800 Beck Rd.
Belleville, Michigan 48111

Dear Mr. Perkins:

Emery Worldwide Airlines (EWA) received your letter, dated March 30, 2000, of an occurrence which involved the operation of a DC-8-71F aircraft, N997GE, on a Deferred Maintenance Item (DMI) Category "A" Extension (see attached). This will serve as a formal response to this item and provide you a series of events as to how this error occurred. In addition, you will also find corrective actions and comprehensive preventive measures to keep this from reoccurring.

SERIES OF EVENTS

- I. On March 17, 2000, the Windshear System was entered in the DMI list on Aircraft N997GE. I.A.W. MEL 34-41.
- II. On March 18, 2000, it was discovered by the flight crew that when the circuit breaker is pulled on the Mark VII Windshear System the GPWS System is rendered inoperative. The power source for the Windshear and GPWS are driven by the same computer.
- III. After discussion with you about the deferral of the Windshear System and the GPWS, we discovered that the procedures for deferral of the Windshear System in the MEL did not cover the Mark VII Windshear System. At that time, I agreed to take measures to keep this from happening again. Please see attachments Exhibit A (Maintenance Information Bulletin) and exhibit B (Request for Manual/Publication Revision, procedure 34-41).
- IV. On March 21, 2000, the system was troubleshoot by the mechanics at Dayton, Line Maintenance (avionics). It was determined, at that time, the flap transmitter was bad and the transmitter was replaced. The GPWS was still not working properly. At 6:00 P.M., Wayne Farnsworth, Manager of Maintenance Control, was called at home requesting approval for an extension of the DMI. Wayne gave his verbal approval at that time to extend the DMI on the GPWS System.

V. When Mr. Farnsworth arrived work at 8:00 A.M. Monday, March 22, 2000, it was brought to his attention that the Time Limits Manual states a CAT "A" or "D" deferral cannot be extended. A short time after 8:00 A.M., Mr. Farnsworth approached me with the fact the he had extended the Category "A" Item and was on the way to Mr. Woods office to report it to him for self-disclosure to our PMI. Please see Exhibit C for a copy of the disclosure.

Emery Worldwide Airlines Quality Control/Assurance have reviewed our Maintenance Policy and Procedures Manual, Time Limits Manual, and EWA MEL and have submitted changes to our manual and information letter as follows;

1. Issued Maintenance Information to make everyone aware of Windshear and GPWS systems on A/C N997GE.
2. Submitted change to MEL to add note on Deferral of Windshear system.
3. Submitted change to EWA M.P.P., Chapter 3, page 22 addressing the only Category's that may be extended. (See Exhibit D)

SUMMARY


EWA has reviewed the number of DMI's from January of 1991 to February of 2000 and found that a total of 21,190 being generated. Out of that total, 0.35% were extended (see attached Exhibit E). This is based on an average of operating 35 aircraft a year, with a total of over 469,000 flight hours and 217,000 cycles operated in the past nine (9) years. With the previous changes to EWA's M.P.P. and the information letter addressing this issue, we feel that this error will not reoccur in the future.

EWA does not feel that his situation was an airworthy issue and hopes with the comprehensive preventative measures taken you will consider closing this issue with a letter of warning.

Please call me at [REDACTED] if I can be of further assistance in providing information and/or answering questions.

attachments

Sincerely,


[REDACTED]
Ronald E. Moody
Manager Quality Assurance

cc: Rene' Visscher
Thomas Wood
David Ungemach

EPOL, 112 APR 1

HNV/HV

C. Tom Wood



U.S. Department of Transportation
Federal Aviation Administration

DETROIT FLIGHT STANDARDS DISTRICT OFFICE

Willow Run Airport - East Side
2800 Book Rd.
Belleville, Michigan 48111

April 17, 2000

CERTIFIED RETURN-RECEIPT

File No. 2000GL230092

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377

RECEIVED
APR 27 2000
KENT T. SCOTT

Dear Mr. Scott:

Personnel of this office are investigating insufficient documentation in conjunction with the revenue operation of a DC-8-73F, N791FT, into Dayton, Ohio (DAY). On April 12, 2000, Inspectors from this office were conducting a cargo off load inspection when a pallet lock was discovered missing in position #15. There appears to be no record of this missing equipment. If the facts are as they appear, this action was contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration. We would appreciate receiving any evidence or statements you might care to make regarding this matter within 15 days of receipt of this letter. Any discussion or written statements by you will be given consideration in our investigation. If we do not here from you within the specified time, our report will be forwarded without the benefit of your statement.

Sincerely,

William E Takala
Aviation Safety Inspector

"I certify that this is a true copy of the original document."

ITEM NO. 58



May 5, 2000

Mr. William E. Takala
Aviation Safety Inspector
Federal Aviation Administration
Willow Run Airport - East Side
8900 Book Rd.
Belleville, Michigan 48111

Subject: File No. 2000GL230092

Dear Mr. Takala:

I am writing regarding the above referenced LOI of April 17, 2000 which was received on April 27, 2000..

This LOI is in regard to your inspection of April 12, of aircraft N791FT in which, after off load, you discovered that a pallet lock was missing in position #15.

Mr. Takala, Emery Worldwide Airlines does have a Maintenance Log entry for this aircraft on March 30, 2000, in Fort Lauderdale, indicating that there was a loose lock and a lock out of position in position #15 on this aircraft and that corrections were made. There are no further Log entries for removal of a lock in this position even on the day you conducted your inspection.


While a missing lock, according to the Douglas DC-8 Maintenance Manual, is acceptable and not a Safety concern, I question why the missing lock you discovered was not reported to Emery Worldwide Maintenance so that a Log entry could be made and corrective action taken.

Mr. Takala, we acknowledge that the missing Log entry is a procedural violation and we are attempting to find the reason for this omission. However, based on the fact that one missing lock is acceptable and not a matter of safety, we respectfully request that this Letter of Investigation be closed with no action.

Sincerely,


Jim Owens

Director ULD Management

"I certify that this is a true 
copy of the original document."



U.S. Department
of Transportation
Federal Aviation
Administration

DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

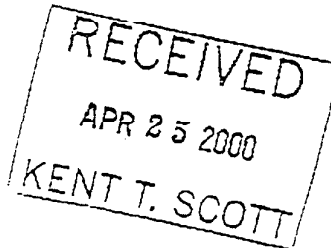
CC: Thomas [unclear]

April 18, 2000

CERTIFIED-RETURN RECEIPT

FILE #00GL230093

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377



Dear Mr. Scott:

Personnel of this office are investigating an occurrence, which involved the operation of a DC8-71P aircraft, N997GE, at Dayton, Ohio, on March 17, 2000.

This aircraft was operated from March 17, 2000, until March 30, 2000, with numerous pilot discrepancies on the Windshear/GPWS system, with the system being placed on Deferred Maintenance three (3) times. In one case, the system was removed from deferred maintenance when the deferral time limit had been reached without being correctly repaired. The Windshear/GPWS system was written up on the next flight and placed back on deferred maintenance. Operations of this type appear to be contrary to Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration (FAA). We would appreciate receiving any evidence or statements you might care to make regarding this matter within 15 days of receipt of this letter. Any discussion or written statements furnished by you will be given consideration in our investigation and any subsequently prescribed sanction or corrective action. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,

Robert L. Perkins
Aviation Safety Inspector



May 17, 2000

Mr. Robert L. Perkins
FAA FSDO-Detroit
8800 Beck Road
Belleville, Michigan 48111

Dear Mr. Perkins,

This letter is in response to your letter dated April 18, 2000, File # 00GL230093. The subject matter of that letter was Aircraft N997GE pilot discrepancies on the Windshear System for the period March 17, to March 30, 2000.

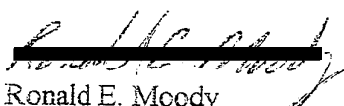
The pilot reports for this period were reviewed on Aircraft N997GE and no irregularities were found in reporting I.A.W. Emery Worldwide Airlines Maintenance Reliability Program, our M.E. L. Procedures followed I.A.W. EWA DC-8 MEL and Procedures followed in EWA Maintenance Policy and Procedures Manual.

For better tracking of chronic and repeat items Emery Worldwide Airlines has gone to a two Digit ATA Code. Emery feels that this will help us track our repeat and chronic problems more efficiently. We are also setting up a team of specialist through Maintenance Control to work repeat and chronic discrepancies.

Please find attached a copy of the EWA Reliability Manual, Chapter 6, Page # 2 on how repeat and chronic problems are handled at Emery Worldwide airlines.

Emery Worldwide Airlines feels that they were not in violation of any Federal Aviation Regulation and with the changes made at Emery you will be able to close this file without any further action.

If you need more information concerning this item please contact me at [REDACTED] or [REDACTED]


[REDACTED]
Ronald E. Moody
Director Quality Assurance
Emery Worldwide Airlines
cc: Kent Scott

Rene Visscher
Thomas M. Wood



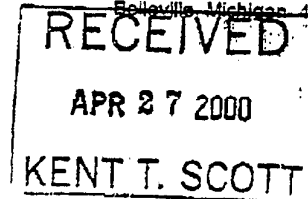


U.S. Department
of Transportation
Federal Aviation
Administration

DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

C. Tom Wood

Willow Run Airport - East Side
8800 Beck Rd.
Bellaire, Michigan 48111



April 19, 2000

CERTIFIED-RETURN RECEIPT

FILE #00GL230095

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377


Dear Mr. Scott:

Personnel of this office are investigating discrepancies that were not properly repaired on DCS-73F aircraft, N791FT.

This aircraft was operated in revenue service from January 7, 2000, until March 6, 2000, with twenty-five (25) pilot discrepancies on the #1 and #2 compass systems. The following parts were replaced without correcting the problem: eight (8) directional gyros; four (4) RMI's; three (3) compass racks; two (2) HSI's; and two (2) instrument amplifiers. A review of the records did not show any alert issued from the reliability department. Operations of this type appear contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration (FAA). We would appreciate receiving any evidence or statements you might care to make regarding this matter within 15 days of receipt of this letter. Any discussion or written statements furnished by you will be given consideration in our investigation and any subsequently prescribed sanction or corrective action. If we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Sincerely,


Robert L. Perkins
Aviation Safety Inspector



May 8, 2000

Robert Perkins
Willow Run Airport-East Side
8800 Beck Rd.
Belleville, Michigan 48111

Dear Mr. Perkins:

I am writing in response to your letter dated April 19, 2000 regarding N791FT. In your letter you referenced several discrepancies on the #1 and #2 compass systems and the statement that the Reliability Department did not show any alerts issued.

I have reviewed this particular instance and others that seemed to fall into a similar pattern. What we have found is MERIT, our computerized tracking system, had been set to provide alerts that met our 6 in 10 criteria using a 4 digit ATA coding system. As you pointed out the pilot reports were for both the #1 and #2 compass systems, which are coded differently. Also the review showed that even though this aircraft had 25 pilot reports they did not meet the 6 in 10 criteria that would have required an alert to be issued.

MERIT has been adjusted to show repeats on a 2 digit ATA code criteria. We have also split the fleet up into 4 sections and there now is one Reliability Analyst for each of the groups. This should prevent this type of chronic maintenance problem from reoccurring.

Thank you for bringing this to our attention, I am confident this improvement in our airline process will prevent future occurrences and provide a faster response to our maintenance group. At the time of writing this letter we have issued over 12 'Action Notices' indicating to me that this adjustment is already working.

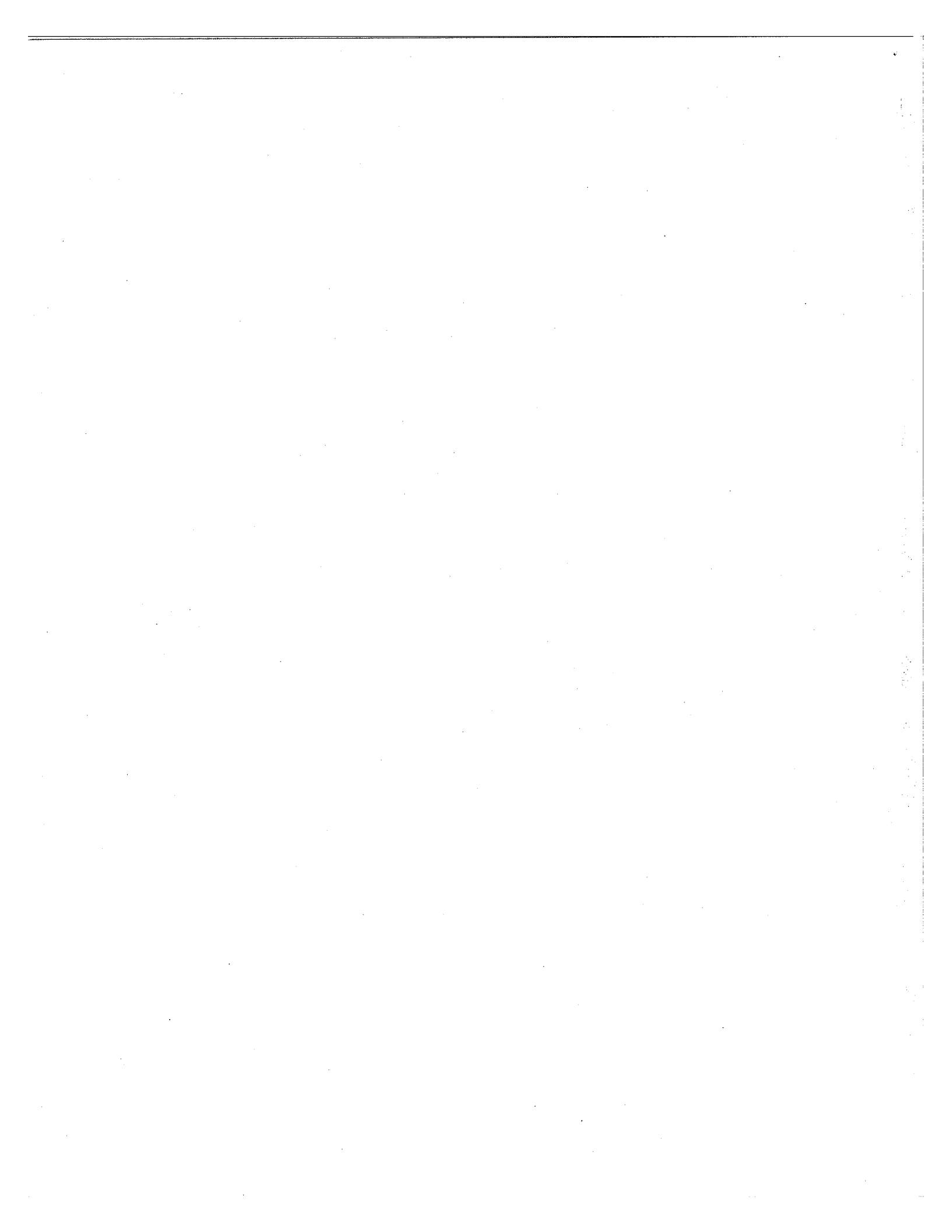
I have determined that our FAA approved Reliability Program has been in compliance in this regard and request that this action be terminated with no action.

Regards,



Bruce A. Robbins
Director of Engineering

Cc: Kent Scott
Rene Visscher
Thomas Wood





U.S. Department
of Transportation
**Federal Aviation
Administration**

DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

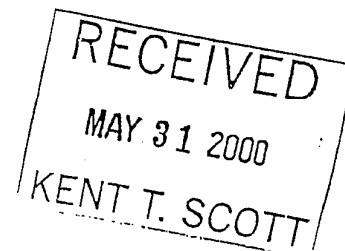
CC: Tom Wood
Rene Visser

May 15, 2000

CERTIFIED RETURN-RECEIPT

File No. 2000GL230114

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377



Dear Mr. Scott:

Personnel of this office are investigating the methods, techniques, and practices used by maintenance personnel in Dayton, Ohio (DAY) on May 2, 2000, to perform maintenance on the left aileron of an Emery Worldwide Airlines, Inc. DC-8, N811AL. If the facts are as they appear, this action was contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration. We would appreciate receiving any evidence or statements you might care to make regarding this matter within fifteen (15) days of receipt of this letter. Any discussion or written statements by you will be given consideration in our investigation. If we do not hear from you within the specified time, our report will be forwarded without the benefit of your statement.

Sincerely,

William E Takala
Aviation Safety Inspector



June 15, 2000

Mr. William Takala
FAA FSDO
Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

Dear Mr. Takala:

This letter is in response to your letter of investigation File No. 2000GL230114, dated May 15, 2000, addressed to Mr. Kent Scott, Emery Worldwide Airlines (EWA) President and Chief Operating Officer.

I have attached the formal response from the Director of Line Maintenance in response to your alleged concerns of non-compliance of the Federal Aviation Regulations (FARs). This response substantiates compliance of the FARs, therefore EWA requests this letter to be closed with no action.

Please call if I can be of further assistance.

attachments

Sincerely,

A handwritten signature in black ink that reads "Thomas M. Wood". The signature is written over a thick black horizontal line.

Thomas M. Wood
Senior Director Quality Control

cc: David Ungemach

lc

Interoffice Memo

Date: 06/06/2000
To: Tom Wood
From: David Ungemach
RE: LOI File # 2000GL23114


Tom

I am responding to the letter of investigation File # 2000GL230114 Dated May 15, 2000.

Aircraft N811AL located in Dayton OH, Was under inspection by the line maintenance department. During this inspection a member from the FAA identified and advised Don Vogus a supervisor on the Dayton line of a defect with the Aileron on that Aircraft. The inspector Pointed out a small dent in the trailing edge of this flight control.. Don Vogus instructed a mechanic to straighten the dent and measure the area for possible SRM relief. The mechanic did so and the damage was determined to be out of allowable limits. This control surface was replaced as required and done so per approved procedures. I have found no reason or fault with the maintenance procedure taken and consider this issue closed. See attached documents.

If you have further questions please contact me.

David Ungemach


Director of line Maintenance.

To: Ben Brauchler

From : Don Vogus

Subject: N811AL ramp Inspection

Date: 2 June

I was called to N811AL because a FAA inspector had some questions about the left aileron trailing edge. When I arrived at the aircraft the aileron was pointed out as the trailing edge between the tab and out board end of the inboard aileron was bent at a slight up ward angle. As this is a small area of about 8 inches of trailing edge in which the very inboard corner was bent. I asked a mechanic (James Paschall) to go and try and straighten the trailing edge to assess the damage. He reported back, that the skin was cracked in the center of the radius approximately .125 inch. At that time the job was turned over to sheet metal where the proper SRM repair was accomplished .

Don Vogus



U.S. Department
of Transportation
**Federal Aviation
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DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

2000 GL 230112

Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

May 15, 2000

CERTIFIED RETURN-RECEIPT

Donald H. Vogus
7086 Sandalview Drive
Huber Heights, Ohio 45424

Dear Mr. Vogus:

Personnel of this office are investigating the methods, techniques, and practices used to perform maintenance on an Emery Worldwide Airlines, Inc. DC-8, N811AL, on May 2, 2000. If the facts are as they appear, this action was contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration. We would appreciate receiving any evidence or statements you might care to make regarding this matter within ten (10) days of receipt of this letter. Any discussion or written statements by you will be given consideration in our investigation. If you choose to submit a written statement, it should contain all pertinent facts and mitigating or extenuating circumstances which you believe may have a bearing on this matter. If we do not here from you within the specified time, our report will be forwarded without the benefit of your input.

Sincerely,

William E. Takala
Aviation Safety Inspector

Enclosure: Privacy Act Notice



U.S. Department
of Transportation
**Federal Aviation
Administration**

DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

May 15, 2000

CERTIFIED RETURN-RECEIPT

FILE NO. 2000GL230113

James W. Paschall

Paris, TN 38242

Dear Mr. Paschall:

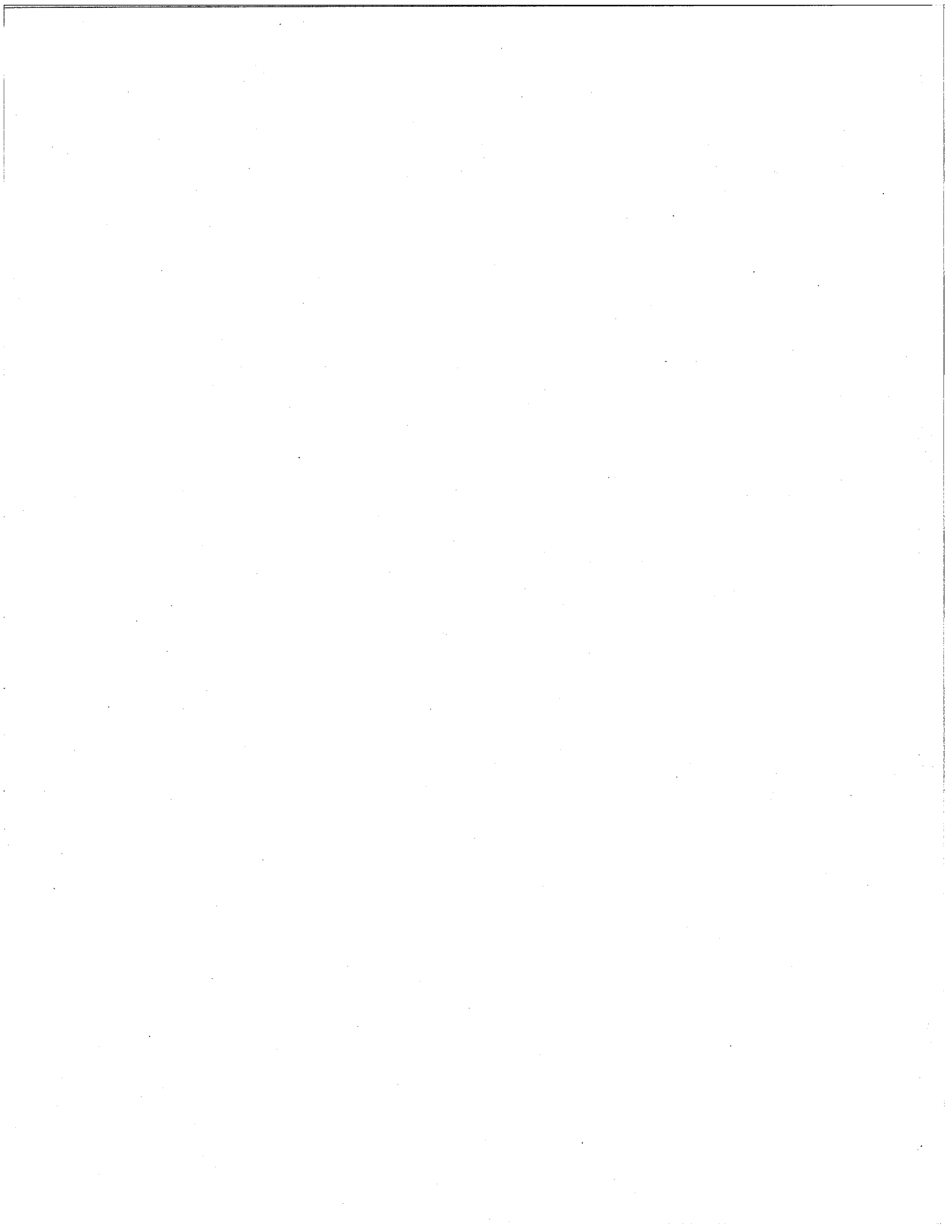
Personnel of this office are investigating the methods, techniques, and practices used to perform maintenance on an Emery Worldwide Airlines, Inc. DC-8, N811AL, on May 2, 2000. If the facts are as they appear, this action was contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration. We would appreciate receiving any evidence or statements you might care to make regarding this matter within ten (10) days of receipt of this letter. Any discussion or written statements by you will be given consideration in our investigation. If you choose to submit a written statement, it should contain all pertinent facts and mitigating or extenuating circumstances which you believe may have a bearing on this matter. If we do not hear from you within the specified time, our report will be forwarded without the benefit of your input.

Sincerely,

William E. Takala
Aviation Safety Inspector

Enclosure: Privacy Act Notice





U.S. Department
of Transportation
**Federal Aviation
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DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

CC: Tom Wood
Rene Visscher

May 15, 2000

CERTIFIED RETURN-RECEIPT

File No. 2000GL230115

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377

Dear Mr. Scott:

Personnel of this office are investigating the deactivation of the #3 and #4 alternate fuel quantity in accordance with the DC-8 Minimum Equipment List (MEL) 28-11 of an Emery Worldwide Airlines, Inc. DC-8, N811AL, as encountered on May 2, 2000. If the facts are as they appear, this action was contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration. We would appreciate receiving any evidence or statements you might care to make regarding this matter within fifteen (15) days of receipt of this letter. Any discussion or written statements by you will be given consideration in our investigation. If we do not here from you within the specified time, our report will be forwarded without the benefit of your statement.

Sincerely,

William E Takala
Aviation Safety Inspector

RECEIVED
MAY 31 2000
KENT T. SCOTT



June 12, 2000

William E Takala
Aviation Safety Inspector
Detroit Flight Standards
District Office

Dear Mr. Takala:


Upon investigation of File No. 2000GL230115, the deactivation of the #3 and #4 alternate fuel quantity per MEL 28-11, the following facts have been found. Gorge Kuper initiated DMI 8009153-6450 and 8009154-6451 in PDX on May 1, 2000. Mr. Kuper indicated that upon maintenance departing the aircraft all affected circuit breakers for the mentioned DMI's were pulled as required by step 5 of the maintenance procedure section of the DC-8 MEL 28-11. I could only speculate as to who may have reset the circuit breakers between the flight from PDX to the out bound departure in Dayton on May 2, 2000.

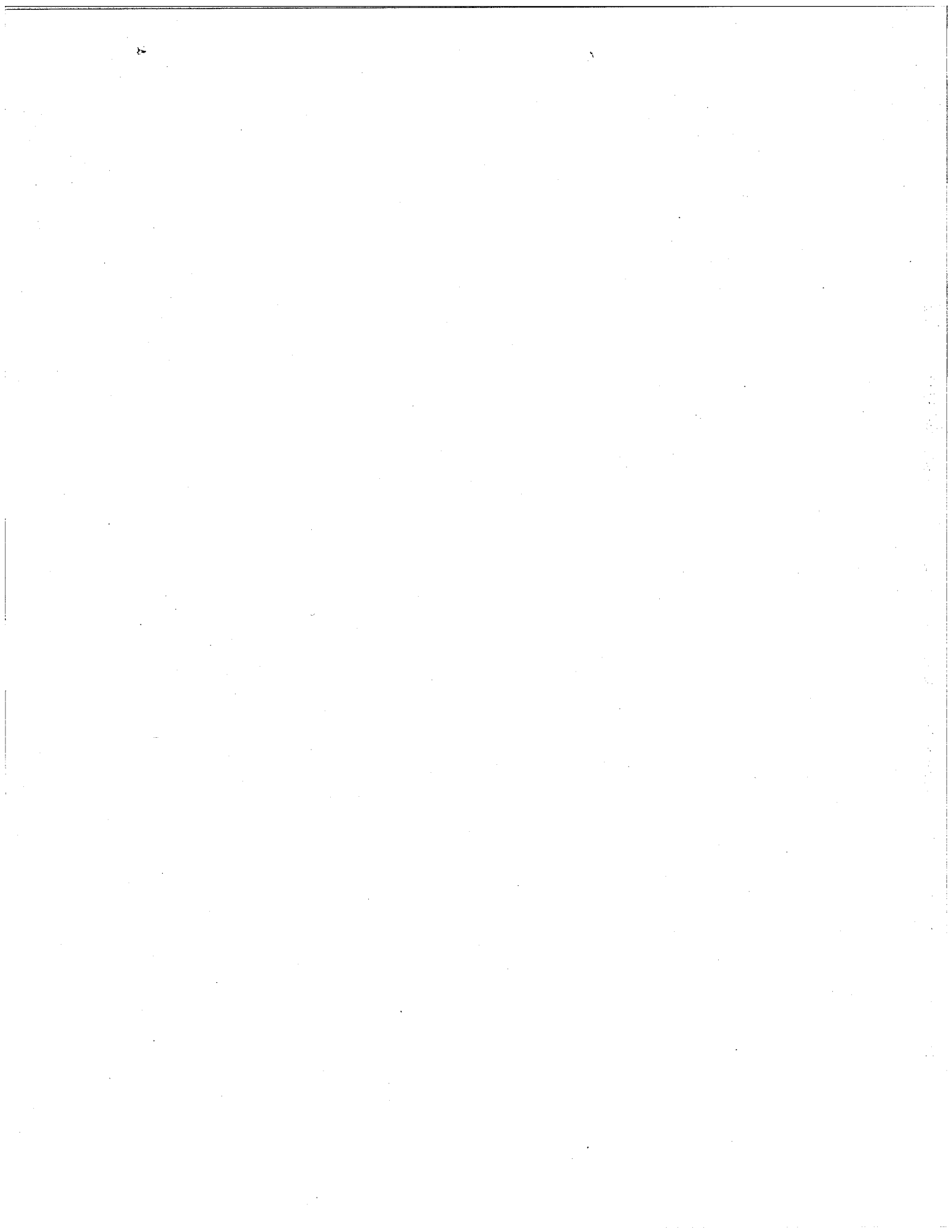
The Director of Maintenance has required me to issue a broadcast to all maintenance stations, which will request maintenance to exceed the MEL procedures of just pulling the circuit breakers to pull and collar them to enhance the crews awareness of deactivated systems. Maintenance will also brief the crews of the hazards of reactivating an inoperative system prior to DMI's being cleared.

I will be glad to assist you with any additional questions you may have in regards to this investigation.

Sincerely,

A handwritten signature in black ink, which appears to be "Rob Northup". The signature is written over a black rectangular redaction box.

Rob Northup
Manager Dayton Line Maintenance






U.S. Department
of Transportation
Federal Aviation
Administration

DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

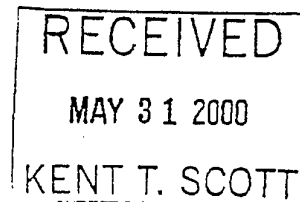
CC: Tom Wood
Rene Visscher

May 15, 2000

CERTIFIED RETURN-RECEIPT

File No. 2000GL230116

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377



Dear Mr. Scott:

Personnel of this office are investigating the lack of reporting the Mechanical Reliability Report (MRR) and/or Service Difficult Report (SDR) on an Emery Worldwide Airlines, Inc. DC-8, N961R. This matter was encountered at Tennessee Technical Services, LLC (CRS #T64R1640) on March 30, 2000. If the facts are as they appear, this action was contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration. We would appreciate receiving any evidence or statements you might care to make regarding this matter within fifteen (15) days of receipt of this letter. Any discussion or written statements by you will be given consideration in our investigation. If we do not here from you within the specified time, our report will be forwarded without the benefit of your statement.

Sincerely,

William E Takala
Aviation Safety Inspector



June 15, 2000

Mr. William E. Takala
Aviation Safety Inspector
Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

Dear Mr. Takala

In response to your letter, File No. 2000GL230116, Emery Worldwide Airlines is in compliance with the Federal Aviation Regulations, and Emery's Maintenance Policy and Procedures concerning the reporting of the Mechanical Reliability Report (MRR) and/or Service Difficulty Report (SDR).

If you have any further questions please contact Mr. Harold Camden, Emery Worldwide Airlines', Principle Maintenance Inspector, at the Cincinatti Flight Standards District Office.

Sincerely,

Charles R. Peck
Manager of Reliability

Cc: Harold Camden
Bruce Robbins
Thomas Wood





U.S. Department
of Transportation
**Federal Aviation
Administration**

DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

cc: Tom Wood
Rene Vissches

May 15, 2000

CERTIFIED RETURN-RECEIPT

File No. 2000GL230117

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377

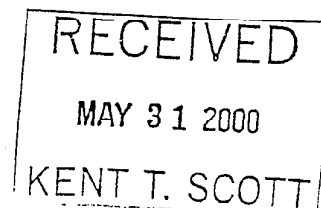
Dear Mr. Scott:

Personnel of this office are investigating the classification of Major Repair and/or Major Alteration in accordance with the Emery Worldwide Airlines, Inc. Maintenance Policy & Procedure Manual. If the facts are as they appear, this action was contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration. We would appreciate receiving any evidence or statements you might care to make regarding this matter within fifteen (15) days of receipt of this letter. Any discussion or written statements by you will be given consideration in our investigation. If we do not here from you within the specified time, our report will be forwarded without the benefit of your statement.

Sincerely,

William E Takala
Aviation Safety Inspector





June 16, 2000

Mr. William Takala
FAA FSDO
Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

Dear Mr. Takala:

This letter is in response to your letter of investigation File No. 2000GL230117, dated May 15, 2000, addressed to Mr. Kent Scott, Emery Worldwide Airlines (EWA) President and Chief Operating Officer.

Your letter suggests that EWA is not in compliance with Part 43 Appendix A or B, it is unclear which. In either case, EWA's Maintenance Policy and Procedures Manual Chapter 4, page 143 clearly indicates to all that Part 43 Appendix A must be complied with in the determination of Major/Minor repair or alteration. Part 43 Appendix B indicates the method of recording Major alterations. EWA, in the course of developing and implementing any Engineering Order (EO) complies with Part 43 Appendix B, (b) 1, 2, 3, and 4.

If you have any further questions, please contact Mr. Harold Camden, EWA FAA Principal Maintenance Inspector, at the Cincinnati Flight Standards District Office.

This response substantiates compliance of the FARs, therefore EWA requests this letter to be closed with no action.

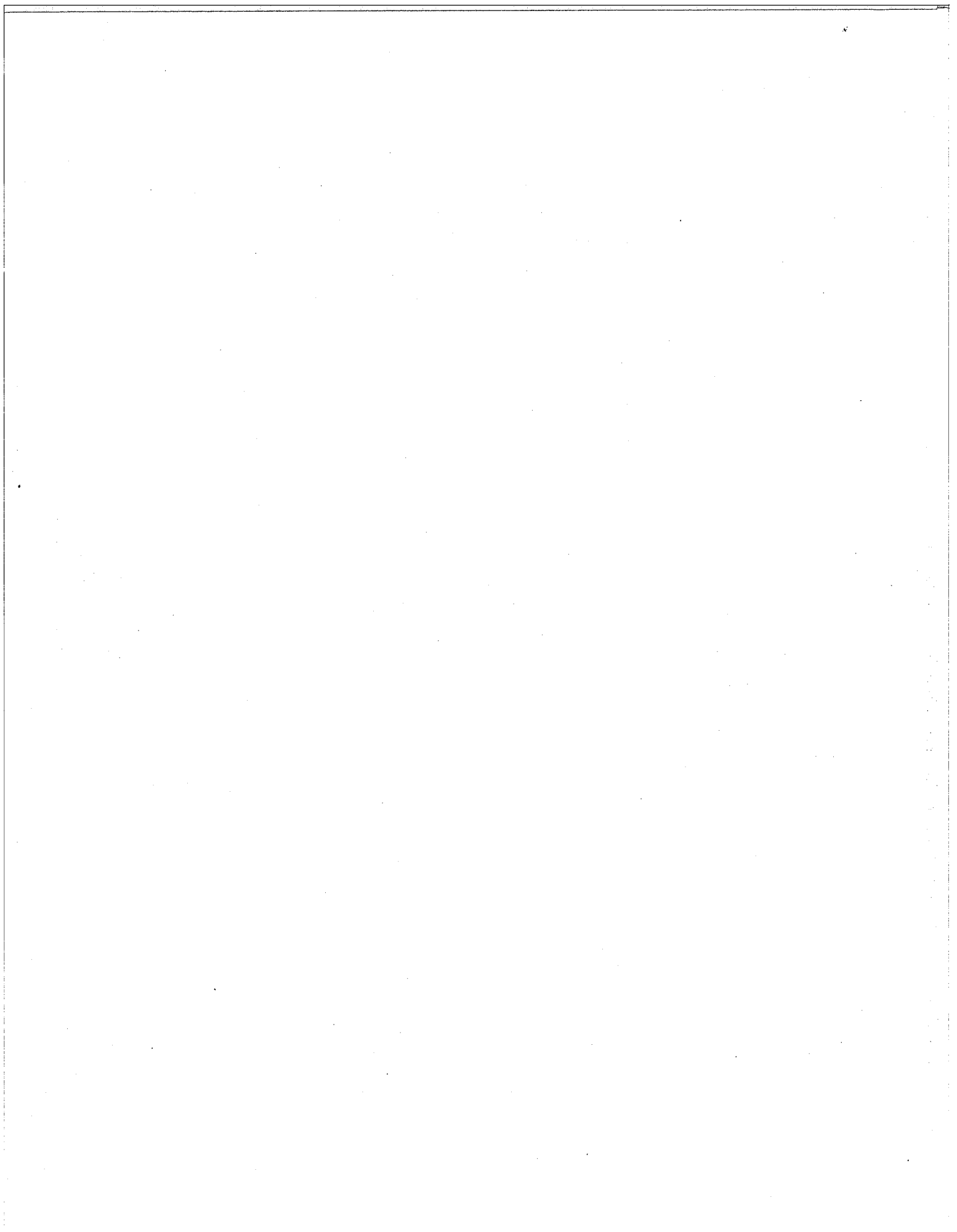
attachment

Sincerely,

A handwritten signature in black ink, which appears to be "Bruce A Robbins", is written over a black rectangular redaction box.

Bruce A Robbins
Director of Engineering

cc: Rene' Visscher
Thomas Wood
Harold Camden





U.S. Department
of Transportation
**Federal Aviation
Administration**

DETROIT FLIGHT STANDARDS
DISTRICT OFFICE

Willow Run Airport - East Side
8800 Beck Rd.
Belleville, Michigan 48111

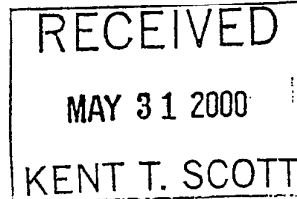
cc: Tom Wood
Rene Voocher

May 15, 2000

CERTIFIED RETURN-RECEIPT

File No. 2000GL230118

Mr. Kent T. Scott
Emery Worldwide Airlines, Inc.
One Emery Plaza
Dayton International Airport
Vandalia, Ohio 45377



Dear Mr. Scott:

Personnel of this office are investigating the procedures contained in the Emery Worldwide Airlines, Inc. Maintenance Policy & Procedure Manual to accomplish Company Form ME065 on each "B" check. If the facts are as they appear, this action was contrary to the Federal Aviation Regulations.

This letter is to inform you that this matter is under investigation by the Federal Aviation Administration. We would appreciate receiving any evidence or statements you might care to make regarding this matter within fifteen (15) days of receipt of this letter. Any discussion or written statements by you will be given consideration in our investigation. If we do not here from you within the specified time, our report will be forwarded without the benefit of your statement.

Sincerely,

William E Takala
Aviation Safety Inspector

