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## Subject: General Information for 328 Operators

### Effectivity

Dornier 328-100 and 328-300  
EASA TCDS A. 096  
Serial No's: 3005 - 3224

### General

This Customer Support Information is providing information on procedures, In-Service Reporting and interaction between Operators and the TC Holder.

#### 1. Customer Support Manual (CSM)

The Customer Support Manual should be a guide for Operators, where actual information's are given and procedures are described. It has taken a lot of effort to revise and update this manual which is now accessible in new format and quick access pdf-navigation on our web site. The CSM can be found in our download system:

<http://www.328support.de/en/downloads.php>

The updated category "Contacts" shows all necessary addresses within 328 Support Services. In addition all departments facing the Customer are introduced. The category "Forms" shows all forms currently in use.

The world-wide economical crisis had an impact to every business and we as the TC Holder had been facing a difficult time and increasing cost to maintain the TC. Nevertheless we managed to keep the prices for Technical Publications at the same level. With an increasing effort required to comply with TC obligations however we can no longer keep our prices for engineering services. The new prices are listed in the Customer Support Manual in category "Price Lists".

#### 2. SPR chargeable – non chargeable

Despite clear information in various documents it seems to be still unclear on what service provided by 328 Support Services GmbH (328SSG) is chargeable and what is free of charge (FOC). We therefore want to emphasise that submitting an information or any inquiry by phone, FAX or E-mail is always welcome and therefore of course free of charge.

Once it comes to a situation, where efforts are no longer covered by our standard policy the Customer will be informed. In such cases, a quotation is offered to the Customer for acceptance and order.



### 3. Communication and Reporting

#### In-Service Reporting

In general all In-Service issues e.g. technical problems, component changes, incident or damage reports should be directed to the Global Support Centre (GSC), using the Service Problem Report (SPR) format. The SPR form can be down-loaded from our home page [www.328support.de](http://www.328support.de). The GSC is responsible for internal processing of information to the people concerned. It will provide the information requested by SPR Response, submitted by E-mail or FAX. Observing the fleet and collection of In-Service Reporting by SPR is part of our obligation mandated by the authorities to ensure continued airworthiness.

#### Monthly Reports

All Dornier 328 operators are asked to submit their fleet data comprising at least flight hours (TTA) and landings (TC) for each aircraft on a monthly basis to the GSC.

#### Reporting of Damages

A detailed description of damage reporting can be found in the Structural Repair Manual, CH 51-11-12. This can be used as a guideline for the person reporting structural damages e.g. corrosion, foreign object damage (FOD) or lightning strike.


#### Reporting of Changes

Whenever a change of name or ownership is taking place, information of new operator, mail and shipping address and persons of contact should be sent to the GSC to ensure that important information and advice can be immediately submitted to all operators in case of emergency (e.g. AOT, ASB). Updating information is equally important to ensure continuity of technical and material services.

#### Means of Communication

It is fully acceptable that the preferred means of communication is by voice, either over the telephone or directly. By experience we are convinced that in order to have a common understanding and to avoid misunderstandings an e-mail or Fax with a summary or description is important as this will save a lot of time, effort and cost.

  
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Head of Customer Support

  
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