



OFFICE OF THE CHIEF COMMISSIONER

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Safety recommendation: AIC 20-R31/19-2002

Addressed to: Fokker Services

Date issued: 2 October 2020

Investigation link: AIC 19-2002

Action status: Issued

Introduction

On 21 November 2019, at about 16:00 local time (06:00 UTC), the Papua New Guinea Accident Investigation Commission became aware about an alleged occurrence earlier that afternoon, involving a Fokker 70 aircraft, registered P2-ANY, owned and operated by Air Niugini Limited.

On 22 November 2019, at 16:13, upon request of the AIC, Papua New Guinea Air Services Limited provided details of the occurrence. Subsequently, the AIC commenced an investigation and immediately dispatched a team of investigators to Air Niugini Limited head office to commence onsite activities.

Occurrence

On 21 November 2019, at 15:21 local time (05:21 UTC), a Fokker 70 aircraft, registered P2-ANY, owned and operated by Air Niugini Limited, while conducting a scheduled flight from Tokua Airport, East New Britain Province to Jacksons International Airport, Port Moresby, Papua New Guinea experienced a rapid depressurisation event during a normal descent, about 51 nm North East of Jacksons.

The aircraft had four crew; two pilots and two Cabin Crew, and 41 passengers.

P2-ANY landed at 15:47, and taxied to the parking bay where a normal disembarkation was conducted for all passengers and crew. There were no injuries or damage reported.

Safety deficiency description

The investigation found that the aircraft was not fitted with the pre-recorded tape capable of announcing the emergency. The Operator's Safety and Emergency Procedures Manual (SEPM), Volume 1, Section 5.5.3 states that, if a pre-recorded tape is not fitted, the Pilot Monitoring or designated flight crew should make the PA announcement. There was a pre-recorded tape installed. However, the tape was not capable of announcing the emergency in the cabin since the implementation of the Manufacturers Service Bulletin SBF100-23-045 App.04.

The Manufacturer stated that according to their management system, the *Service Bulletin SBF100-23-045 App.04* had been accomplished on P2-ANY. The existing Music and Pre-recorded Announcement Reproducer was replaced with a Becker DP-4100 digital player. The new system does not contain an automatic decompression warning announcement.

The investigation found that the Operator's active AOM did not have amendments consistent with the modification. For Operators who had implemented *Service Bulletin SBF100-23-045 App.04*, the manufacturer's AOM incorrectly described the capability and operation of the system. The investigation also found that there had been no amendment or update prepared for the manual in that specific regard.

Recommendation number AIC 21-R02/20-2002 to Fokker Services

The PNG Accident Investigation Commission recommends that Fokker Services should ensure that for Operator's who have implemented *Service Bulletin SBF100-23-045 App.06*, the manufacturer's Aircraft Operating Manual is updated and the Operators are aware of the amendments.

Action requested

The AIC requests that Fokker note recommendation *AIC 21-R02/20-2002*, and provide a response to the AIC within 90 days of the issue date, and explain (including evidence) how Fokker has addressed the safety deficiency identified in the safety recommendation.



Hubert Namani, LLB
Chief Commissioner

2 October 2020

Closing statement

Fokker Services initiated a corrective action to update the AOM section 1.03.1 page 3 in the following manner:

A new version of the F28Mk0070 AOM section 1.03.1 page 3 will be created for aircraft on which SBF100-23-045 has been accomplished. In this new version, the description of the Passenger Address system will be without the text: "A pre-recorded emergency message is automatically presented when the passenger oxygen system is activated (either automatically or manually); see section oxygen"

On 16 February 2021, Fokker Services confirmed that this amendment is planned to be incorporated and published in the F28Mk0070 AOM General Revision of 01 July 2021 and after formal publication, a digital copy of the subject AOM page will be submitted to the AIC.

According to AIC assessment, corrective action plan addresses the safety issues identified. However, the safety deficiency will remain until effective actions are implemented.

Therefore, assigned Fokker Services as *satisfactory intent* and recorded the **Status of the AIC recommendation: MONITOR.**



Hubert Namani, LLB
Chief Commissioner

18 March 2021

Fokker Services Response

On 5 July 2021, in response to a follow-up email from the AIC, Fokker Services (FS) responded stating that their planned action could not be achieved by the proposed date (1 July) due to unforeseen internal circumstances. In their correspondence, FS assured the AIC that the action would be completed by 1 October 2021 revision.

Following an AIC courtesy follow up, FS responded on 11 October, stating that the revision for the music reproducer had been incorporated in the AOM as proposed, however, a copy of the AOM revision would be made available to the customers by the end of the month of October.

On 1 November, FS advised the AIC that the AOM revision had been published on 28 October and is available for operators to access via the Fokker portal, www.MyFokkerFleet. FS also provided digital copies of the subject AOM pages to the AIC.

AIC assessment

The AIC has assessed the response and evidence provided by Fokker Services to address the safety deficiency and recommendation (above) issued by the AIC. The AIC acknowledges that appropriate safety action was taken and has determined that the evidence provided addresses the safety deficiency.

The AIC assigns FS response a *satisfactory* rating.

The AIC has recorded the **Status of the Recommendation: CLOSED.**

A handwritten signature in blue ink, appearing to read 'Hubert Namani', with a large, stylized flourish extending from the end of the signature.

Hubert Namani, LLB
Chief Commissioner

1 December 2021