

Joshua Lindberg
Senior Aviation Accident Investigator
National Transportation Safety Board

[REDACTED]
Aurora, CO 80011

RE: CEN24LA128

March 25, 2025

Dear Mr. Lindberg,

We appreciate the opportunity to respond to the draft factual report. Please accept the attached as Metro Aviation's submission on CEN24LA128.

If you have further questions or need anything else please let us know.

Kind Regards,


[REDACTED]

Brandon Carpenter
Director of Safety
Metro Aviation, Inc.
[REDACTED]
Shreveport, LA 71107

CC: file

CEN24LA128

Contributing Factors

Through our own analysis of the factual information and evidence supplied in the NTSB's investigation, Metro Aviation would like to offer the following as factors that contributed to this accident.

1. The removal of the T-Bolt from the sliding sleeve was not documented on the work order.
 - a. Contributing to this failure was the method by which write-ups were made in the work order. The hangar manager wrote up the work scope that he wanted complied with. He additionally made removal entries for the technicians who were removing cowlings and components rather than the technician performing the work making their own entries in the work order.¹
2. The lack of safety wire on the retaining bolts was not discovered during the Secondary Maintenance Check (required per Metro Aviation General Operations Manual) on the installation of the blade forks.²
 - a. Contributing to this failure was the failure to document the removal of the T-Bolt from the sliding sleeve on the work order which would have provided a prompt to the mechanic performing the SMC to check the T-Bolt and associated retaining bolts.³
3. The technician's decision to install the T-Bolt retaining bolts finger tight to allow a separate technician to connect the pitch control rods (which is more difficult to do when the T-Bolt is not installed).⁴
 - a. Contributing to this failure was the arrival of another aircraft which the technician that performed the partial, finger-tight, installation of the T-Bolt was pulled away to work on.⁵
4. The lack of safety wire on the retaining bolts was not discovered during the preflight inspection performed by the pilot performing the operational check flight prior to returning the aircraft to service, the day pilot, or the night pilot.⁶
5. The lack of safety wire on the retaining bolts was not discovered during the daily airworthiness check performed by the line technician prior to returning the aircraft to service.⁷

¹ Interview of Andrew Newman page 10 lines 7-13

² Interview of Chad Messmore page 26 lines 22-25 and page 27 lines 1-5

³ Interview of Andrew Newman page 10 lines 7-13

⁴ Interview of Adam Herbert page 11 lines 5-19 and page 12 lines 8-12

⁵ Interview of Adam Herbert page 21 lines 20-25 and page 22 lines 1-3

⁶ Airworthiness Group Chair's Factual Report Attachment 2 pages 2 and 3

⁷ Airworthiness Group Chair's Factual Report Attachment 2 page 3