



MEMORANDUM FOR RECORD

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Air Safety Investigator
Eastern Region Aviation

May 25, 2021

Subject: ERA21FA224
Who: Deric Ingalls – Director of Maintenance – Executive Helijet Group

In a conversation, Mr. Ingalls stated the following:

- When asked about how the shop performs work on the aircraft, he said they reference all the correct maintenance manuals and parts catalogs.
- He tries to drill it into the guys that they always need to reference the maintenance manuals for all maintenance performed.
- For this airplane, they referenced the PA-31P maintenance manual that is located on their computers.
- When the guys perform the maintenance, they have to walk away from the job, come into my office or go to one other computer, pull up the maintenance manual, and then go back to the job. That is the process at looking at manuals.
- For this airplane, the pilot did not say there were any specific issues with the airplane when it went in to maintenance. It just needed an annual.
- When they performed the annual, they found a lot of corrosion and decided to repaint the surfaces.
- When they remove a surface, they tag it, but during the paint stripping process the tag comes off since the paint stripper is so corrosive.
- They try to reference serial numbers when putting the control surfaces back on the aircraft, but the trim tabs don't have serial numbers.
- He stated that he has a mechanic who performs many of the paint jobs, and he put him on repainting the flight control surfaces of this airplane because he is experienced doing that work.
- The company would never allow a pilot or mechanic outside the company to work on one of the airplanes in their shop.
- The accident flight was the first flight out of maintenance. They did several engine runups, but did not perform a flight.

- Just before the airplane was released, he had a mechanic sit in the pilot's seat and check the flight controls for movement. He verified the primary flight controls moved correctly. He did not check the elevator trim tab for the proper movement.
- The company has a PA-31 that they maintain on their Part 135 certificate, but it is not pressurized. After the interview we examined the PA-31 and it only has one trim tab that was located on the right side of the elevator, and the connecting rod attached to the lower part of the trim tab.
- Changes he's made since the accident:
 - Ordered computers to be at each airplane that is worked on so the mechanics don't have to go back and forth to reference a computer outside the shop. Previously, they had more computers available, however, the mechanics weren't getting as much work done so they took them out so they weren't a distraction.
 - He is having a lead mechanic on each job. Right now, he is in charge of every job so he's delegating the work and only has to talk to one point of contact for each job instead of each mechanic working on the job.
- Changes he's going to make after our discussion:
 - He's going to add procedure to verify primary and secondary flight control movement before the airplane is released to fly.
 - He's going to change the procedure for when they remove flight control surfaces and how they tag them to ensure the flight control surfaces go back in the correct positions.