



MEMORANDUM FOR RECORD

Michael Hicks

Air Safety Investigator

(GAAID) General Aviation Accident Investigation Division January 18th 2017

NTSB Accident Number: GAA18CA053

Aircraft Registration & Make/Model: N5831F, Piper, PA-28R-200

Accident Location: Orlando-Melbourne International Airport (MLB)

Accident Date: 16NOV2017@1510EST

Subject: Memorandum for Record

In support of the NTSB Air Safety Accident Investigation involving the accident airplane, N5831F, Mr. Winter provided comments via the *Recommendation* section of the fillable *NTSB Form 6120.1*. However, the comments were truncated and illegible on the printed form provided to the NTSB IIC. Below are the complete comments that were transcribed on the form, as provided by the pilot.

Mr. Winter

I have owned this plane for seven years and never felt comfortable with the dedication or efficiency of the mechanics who worked on it.

This past month was the latest example. Please allow me to explain.

This year, I was bringing my plane to Florida to have its annual inspection completed down South.

Here's why. I had arranged for the annual to be done at KOWD. I contacted Jeff, the head mechanic, in September and then again in early October, telling him that I intended to fly to Florida the first good weather stretch after 11/15/17. Jeff, who works for Flight Level Aviation, took the plane in for the annual on Oct. 31 and promised to keep me updated on the progress of the annual. When I didn't hear from him, I went to their hangar on Nov. 7th. Jeff was not there and my plane appeared to be untouched. When I asked Lance and another assistant what was going on, they told me Jeff was away and would be back the next day. I asked what had been done to my plane. They said the oil was changed and compression checked, but nothing else. When I called Jeff the next day he said he had been delayed by extensive work on another plane and that my "plane would be next." That gave me less than a week to have the annual done,

with little or no chance to take a test flight. I decided to arrange for the annual to be done at the North County Airport in Florida. I spoke to Matthew Hood at Lutech [REDACTED]. My thinking was that I didn't want a rush job being done on my plane. (I had been dissatisfied with the previous annual. Despite my request in 2016, this company failed to repair my emergency brake. And before departing for Florida in 2016, after the annual, my flaps could go down, but not retract during my pre-flight. I had to wait two hours for them to apply grease to the flap mechanism.)

I felt safer flying a plane that I had no problems with prior to Nov. 15 -- other than the emergency brake that occasionally released on its own and I was always watching for. (I felt that things would be taken care of in Florida, where there would be no rush to complete the annual. I told Mr. Hood that I would be leaving the plane with him for 7 weeks -- and that made him feel comfortable (as well as I) that I would have an annual that I would feel good about.

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