

## TECHNICAL MANUAL

### MAINTENANCE ASSISTANCE

THIS MANUAL SUPERSEDES TO 00-25-107, DATED 1 OCTOBER 2015.  
THIS MANUAL WAS TRANSFERRED TO A NEW PUBLISHING SYSTEM. THE STYLE AND FORMAT WERE EXTENSIVELY CHANGED/  
REVISED, THEREFORE, CHANGE BARS ARE OMITTED IN THIS RELEASE.

FOR QUESTIONS CONCERNING TECHNICAL CONTENT OF THIS TECHNICAL MANUAL, CONTACT THE APPLICABLE TECHNICAL CONTENT MANAGER (TCM) LISTED IN THE ENHANCED TECHNICAL INFORMATION MANAGEMENT SYSTEM (ETIMS). HQ AFMC/ A4/10-EN, WPAFB, OH IS THE APPROVAL AND WAIVER AUTHORITY FOR THIS TECHNICAL MANUAL.

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PUBLISHED UNDER AUTHORITY OF THE SECRETARY OF THE AIR FORCE

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## INTRODUCTION

### 1 PURPOSE.

This technical manual provides clear and concise instructions for maintenance assistance activities when procedures or production is beyond the capability of the maintaining command.

### 2 USE OF THIS MANUAL.

The table of contents indicates chapter, paragraph, title, and page numbers to facilitate location of information. Illustrations, tables, and diagrams, when applicable, are located throughout the publication to supplement the text material. A list of illustrations and a list of tables indicate the number, title, and location. Abbreviations, phrases, and words which are on a decal, a placard or an engraving are set forth in the text exactly as they appear on the decal, the placard or the engraving.

### 3 DEFINITIONS.

The word SHALL is used to express a provision that is binding. The words SHOULD and MAY are used when it is necessary to express nonmandatory provisions. WILL may be used to express a mandatory declaration of purpose or when it is necessary to express a future event.

### 4 ABBREVIATIONS AND ACRONYMS.

All abbreviations and acronyms used in this manual are in accordance with ASME Y14.38M, *Abbreviations and Acronyms for Use on Drawings and Related Documents* and Joint Publication 1-02, *Department of Defense Dictionary of Military and Associated Terms*.

### 5 LIST OF RELATED PUBLICATIONS.

The following technical manuals, Air Force (AF), Department of Defense (DoD), and Air Force Materiel Command (AFMC) instructions and manuals are referenced in this manual:

#### List of Related Publications

Number	Title
TO 00-5-1	<i>AF Technical Order System</i>
TO 00-20-1	<i>Aerospace Equipment Maintenance Inspection, Documentation, Policies, and Procedures</i>
TO 00-20-14	<i>Air Force Metrology and Calibration Program</i>
TO 00-25-108	<i>Communication-Electronics (C-E) Depot Support</i>
TO 00-25-195	<i>Source, Maintenance and Recoverability Coding of AF Weapons, Systems, and Equipment</i>
TO 00-25-260	<i>Unique Identification Asset Marking and Tracking</i>
TO 00-35D-54	<i>USAF Deficiency Reporting, Investigation, and Resolution</i>
TO 1-1H-39	<i>General Aircraft Battle Damage Repair</i>
TO 42B-1-1	<i>Quality Control of Fuels</i>
DoDI 4000.19	<i>Support Agreements</i>
DoDI 5210.42	<i>DoD Nuclear Weapons Personnel Reliability Assurance.</i>
DAFPD 10-9	<i>Lead Command/Lead Agent Designation and Responsibilities for United States Air Force Weapon Systems, Non-Weapon Systems, and Activities</i>
AFI 21-103	<i>Equipment Inventory, Status and Utilization Reporting</i>
AFI 25-201	<i>Intra-Service, Intra-Agency, and Inter-Agency Support Agreements Procedures</i>
AFI 33-324	<i>The Air Force Information Collections and Reports Management Program</i>
AFI 63-125	<i>Nuclear Certification Program</i>
AFI 65-601-V1	<i>Budget Guidance and Procedures</i>

**List of Related Publications - Continued**

Number	Title
AFI 91-101	<i>Air Force Nuclear Weapons Surety Program</i>
AFMAN 16-101	<i>Security Cooperation (SC) and Security Assistance (SA) Management</i>
AFMAN 21-202	<i>Missile Maintenance Management</i>
AFMAN 91-221	<i>Weapons Safety Investigations and Reports</i>
AFMCI 21-100	<i>Depot Maintenance Management</i>
AFMCI 63-1201	<i>Implementing Operational Safety Suitability and Effectiveness (OSS&amp;E) and Life Cycle Systems Engineering (LCSE)</i>

**6 IMPROVEMENT REPORTS.**

Recommendations for improvements to this technical order will be submitted in accordance with TO 00-5-1, *Air Force Technical order System.*



# CHAPTER 1

## GENERAL INFORMATION

### 1.1 PURPOSE.

1.1.1 Maintenance Assistance. This Technical Order (TO) establishes the policy and procedures for providing maintenance assistance to the Air Force (AF) bases and sites, Security Assistance Program (SAP) recipient countries, Air National Guard (ANG), Air Force Reserve Command (AFRC), National Aeronautics and Space Administration (NASA), and other Department of Defense (DoD) agencies. This assistance includes organizational, intermediate, and Unprogrammed Depot Level Maintenance (UDLM) performed by AFMC organic or contractual resources.

1.1.1.1 Maintenance assistance may take the form of emergency maintenance support, technical assistance, or a combination of both. It may be in conjunction with or separate from engineering assistance.

### 1.2 SCOPE.

1.2.1 Maintenance Assistance Applicability. Air Logistics Complexes (ALCs) [(Ogden ALC, Hill AFB, (OO-ALC); Oklahoma City ALC, Tinker AFB, (OC-ALC); Warner Robins ALC, Robins AFB, (WR-ALC)] will assist operating activities in accomplishing work requirements that are not listed in the D086 Mission Workload Assignment System as a Program Manager (PM) or Product Group Manager (PM/PGM) responsibility; or when the requirement is common to all ALCs and determined more feasible for support on a nearest depot facility basis. Examples of such work are: certification of welders and other skills, scheduled/unscheduled maintenance and calibration of Test, Measurement, Diagnostic Equipment (TMDE), laboratory analysis of various materials, and special treatment or plating of materials such as cadmium or chrome. Operating activities will forward requests for maintenance assistance for work requirements directly to their designated ALC.

1.2.1.1 Maintenance assistance will be provided in support of petroleum, oil, or lubricant product that has been issued to or operationally used in an airborne weapon system. All other petroleum, oils, and lubricants assistance is excluded from the provisions of this TO and will use the guidance as outlined in TO 42B-1-1, *Quality Control of Fuels*.

1.2.1.1.1 Assistance for petroleum, oils, and lubricants include new specifications or ones that have been identified as not meeting specification standards based on laboratory analysis. A maintenance assistance request will be submitted for operational suitability on an interim or emergency usage as determined by the applicable PM or Lead Engineer.

1.2.1.2 Communications-Electronics (C-E) equipment directly associated with airborne weapon systems (i.e. unmanned aerial vehicles, control units, etc.) will submit maintenance assistance requests in accordance with (IAW) this TO. Assistance for all other ground C-E equipment is excluded from the provisions of this TO and will use the guidance as outlined in TO 00-25-108, *Communication-Electronics (C-E) Depot Support*.

1.2.1.3 Aircraft Battle Damage Repair (ABDR) procedures may be used in lieu of these IAW TO 1-1H-39, *General Aircraft Battle Damage Repair*, when the Group Commander (GP/CC) determines that the urgency of need exceeds the timelines of an emergency ETAR/MAR. TO 1-1H-39 (and the applicable aircraft-specific -39 manuals) provide aircraft repair procedures to use for limited duration and/or special combat conditions. This may include a ferry flight to a more suitable repair location or for degraded (partially mission capable) combat conditions. The GP/CC should use TO 1-1H-39 procedures only in situations involving imminent danger to supported forces, imminent need to evacuate the aircraft, or other situations where severe risk of loss of life outweighs the potentially degraded aircraft condition. TO 1-1H-39 outlines the required procedures to notify the ABDR Engineer of the urgent repairs required.

### NOTE

The designation GP/CC is used to represent the Maintenance Group Commander. At test sites or activities which do not have a GP/CC, it will be the responsibility of the Chief of Maintenance, Chief of Test Force Teams, Air Mobility Squadron Commander, Installation Team Chief or equivalent (as determined by the Major Command (MAJCOM)/A4) to ensure the criteria of this TO is complied with.

### 1.3 POLICY.

**1.3.1 Requesting Assistance.** Operating activities will request assistance directly from the PM/PGM and will inform operating commands of all maintenance assistance requests. Operating commands will notify Lead Command functional managers or fund holders of all assistance requests. The Centralized Asset Management (CAM) function, governed under AFMC/A4F and AFMC/FMM, will provide funding for the Direct Air Force (DAF). Funds holders and all non-DAF customers will provide their own funding.

**1.3.1.1** Unprogrammed depot maintenance support of operating weapon/support systems is a priority task of all ALCs, and when justified on the basis of mission urgency will be given precedence over ALC programmed workloads. ALC organic depot maintenance resources will be used to the maximum extent possible to accomplish unprogrammed maintenance support for mission essential weapon/support systems according to the established Force Activity Designator (FAD). Unprogrammed maintenance support requirements beyond the available AFMC organic resources will be contracted to industry by AFMC. The Lead Command or fund holder of the operating activity and the responsible ALC will conduct a thorough review of each request for assistance to determine essentiality, urgency, and compliance with the policy and procedures of this TO and related directives.

**1.3.1.2** UDLM support certified essential by the Lead Command or funds holder will be negotiated with the PM/PGM and accomplished by the ALC under the agreed terms. If the negotiated requirement is beyond the AFMC organic capability, contract accomplishment will be arranged by the ALC. The Lead Command or fund holder and operating command will be advised of the support arrangements.

**1.3.1.3** The AF assigns responsibility for overall management of each system to a Lead Command to ensure that all requirements associated with every system receive comprehensive and equitable consideration. Reference DAFFD 10-9, *Lead Command/Lead Agent Designation and Responsibilities for United States Air Force Weapon Systems, Non-Weapon Systems, and Activities*.

**1.3.1.4** AFMC organizations shall review the engineering direction provided in response to ETARs. An annual review will be used to identify trends in the quarterly review.

**1.3.2 Funding Requirements.** Once the Lead Command or fund holder has validated the requirement, funding for UDLM assistance will be provided by CAM, or fund holders to the ALCs, based on existing funding appropriation policies for the applicable asset.

**1.3.2.1** CAM will assume all programming, budgeting and execution responsibilities for the DAF to include Depot Purchased Equipment Maintenance (DPEM), Flying Hour (FH) Depot-Level Repairables (DLRs), Sustainment Engineering (Sust. Eng), TOs, Contractor Logistics Support (CLS), Aviation Petroleum Oil and Lubricants (AVPOL), Flying Hour (FH) Consumables, and Support Equipment (O&M only). PMs/PGMs and Lead Commands will identify requirements to AFMC for Program Objective Memorandum (POM) submission. AFMC will program and execute the centrally managed funds to support DAF requirements. Reference AFI 65-601-V1, *Budget Guidance and Procedures* for applicable funding policy.

**1.3.2.2** Funds holders are organizations that receive and manage funding for sustainment activities under an operating agency code other than 87 (centralized sustainment funding managed by CAM). Funds holders will manage request actions to include approval, disapproval, validation, and funding of technical and/or maintenance requests. Funds holders include:

- National Guard Bureau (NGB)
- Air Force Reserve Command (AFRC)
- Air Force Special Operations Command (AFSOC)
- US Space Force (USSF)
- Transportation Working Capital Fund (TWCF) agencies
- Research, Development, Test & Evaluation (RDT&E)

1.3.3 Organizational and Intermediate (O&I) Level Maintenance Requirements. AFMC will accept and accomplish Organizational and Intermediate (O&I) level maintenance requirements which are certified by the lead command or fund holder as mission essential and beyond their current capability according to the procedures established in this TO. All instances of O&I level maintenance support will require reimbursement to AFMC.

1.3.4 Field Team Requirements. The placing of AFMC field teams on non-AFMC bases will require the preparation and negotiation of a workload/support agreement between the PM/PGM and the host base. AFMCI 21-100, *Depot Maintenance Management* and AFI 25-201 *Intra-Service, Intra-Agency, and Inter-Agency Support Agreements Procedures*, provide guidance for development of appropriate support agreements. If an AFMC organic assistance team is on location, and an Augmented Command Post (ACP) is activated that requires immediate Emergency War Order (EWO) generation of assigned weapon systems, the base commander may divert the team personnel on this base to the EWO maintenance tasks. Concurrent with this action, the base commander will request after the fact authority in accordance with the certification requirements prescribed in this TO. Man- hours expended by the assistance team for EWO maintenance tasks will be reported to the owning ALC through command channels. This delegation of authority under an EWO condition does not preclude the ALC from withdrawing team personnel for reassignment to support higher headquarters requirements.

1.3.4.1 Upon arrival of the field team at the operating location, a member of the field team acting as team chief will contact the on-site project officer who will initiate an arrival message addressed to the lead command or fund holder and operating command receiving assistance and the PM/PGM. The message will include the number of team personnel on-site, date and time of arrival and any other information relative to the field team status. On-site work progress reporting will be accomplished according to the negotiated agreement or as imposed on the team chief by the PM/PGM. Upon completion of all repair actions, the field team will document completion of all maintenance actions in the specific aircraft forms and applicable database systems IAW TO 00-20-1, *Aerospace Equipment Maintenance Inspection, Documentation, Policies, and Procedures*. When the team departs, the activity project officer will initiate a departure message addressed to the Lead Command or fund holder and operating command receiving assistance and the PM/PGM advising the date and time of departure.

1.3.5 Nuclear Weapons-Related Materiel (NWRM) Items. Program Office/Supply Chain personnel who provides technical assistance for any updates to identifying information on NWRM (i.e., data plate changes or updates to National Stock Number, Part Number, Serial Number, etc.), must contact the applicable Item Manager (IM) before taking any action. This must be done to ensure measures are in place to update the applicable NWRM Accountable Property System of Record (APSR) and prevent NWRM discrepancies. Program Office/Supply Chain personnel must receive written approval (e-mail or written correspondence) from the applicable IM before directing any change in identifying information on NWRM. Any direction provided to a customer to update identifying information on NWRM must contain instructions for the customer to notify the applicable NWRM Accountable Officer or NWRM Property Custodian prior to making any change. This will ensure that the local supply chain management organization updates the applicable APSR to maintain positive inventory control.



## CHAPTER 2

### REQUESTING ASSISTANCE PROCEDURES

#### 2.1 MAINTENANCE ASSISTANCE CATEGORIES.

Maintenance assistance is provided by AFMC in the following categories:

2.1.1 Engineering Technical Assistance Requests. Assistance provided by AFMC engineers and Equipment Specialist (ESs) to resolve problems with field-level maintenance and operations of systems, commodities, and support equipment.

2.1.1.1 Technical assistance will be requested and issued in accordance with AFMCMAN 63-1202, *Engineering Technical Assistance Request (ETAR) Process*.

2.1.1.2 If technical assistance results in a waiver, procedural change, or deferment of a specific maintenance action, the engineer will provide the authorization in writing, along with any associated limits and parameters. The authorization package will remain in aircraft, missile, commodity or support equipment maintenance and historical records until the waived or deferred maintenance action is completed.

2.1.2 Organizational and Intermediate (O&I) Level Maintenance. O&I maintenance tasks that are beyond the maintaining commands capability to accomplish. This includes temporary augmentation of Avionics or other intermediate level maintenance shops to preclude or overcome high "Not Repairable This Station" (NRTS) rates on selected items. This may require a combination of technical assistance and skilled technician augmentation.

2.1.3 Unprogrammed Depot Level Maintenance (UDLM). Unscheduled depot level maintenance not included in the fiscal year forecast such as catastrophic damage to missile weapon systems, crash damage to aircraft, and abnormal wear and tear of equipment.

2.1.4 Commercial/Contract Calibrations. For TMDE requiring non-organic commercial/contract calibration support refer to TO 00-20-14, *Air Force Metrology and Calibration Program* for guidance.

#### 2.2 PROCEDURES FOR REQUESTING ASSISTANCE.

Weapon system PMs who convert their organization to an automated ETAR system, may use that system for the submission, routing, and return of ETARs. Use of the automated ETAR system may also be required by the fielded units they support. See Figure 2-1 for the standard ETAR/MAR process flow.

2.2.1 Engineering Technical Assistance Requests. Requests will be forwarded directly to the PM/PGM via automated ETAR system, if available, or by e-mail if no web based system exists. A telephone may be utilized in an emergency situation with an information copy sent to the operating command.

2.2.2 O&I Level Maintenance. Requests will be forwarded directly to the PM/PGM via web based system, if available, or by e-mail if no web based system exists. A telephone may be utilized in an emergency situation with an information copy sent to the operating command. The operating command will inform the Lead Command or funds holder of assistance request. The Lead Command or funds holder will certify that all reasonable alternatives for accomplishing the work have been exhausted and it is beyond the command's capability.

2.2.3 Unprogrammed Depot Level Maintenance. Requests will be forwarded directly to the PM/PGM via web based system, if available, or by e-mail if no web based system exists. Use of a telephone may be utilized in an emergency situation with an information copy sent to the operating command. The operating command will inform the Lead Command or funds holder of the assistance request with a follow-up approval/disapproval e-mail provided by the Lead Command or funds holder. This maintenance is a priority task of all ALCs and will be given precedence over other type workloads. AFMC organic resources will be used to provide the assistance since it is generally of an emergency nature. Available resources will be applied according to the precedence and priority of the activity requiring support.

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**2.2.4 Theater Clearance Request.** Theater commanders will provide theater clearance concurrent with transmittal of request to the PM/PGM. Each theater clearance will contain the following statement: "The work to be accomplished is under the provisions of TO 00-25-107 and such work will be accomplished under the surveillance of the requesting activity." The PM/PGM will advise the theater commander of the names of personnel being sent and the mode of travel (reference Foreign Clearance Guide). This requirement is exempt from Reports Control Symbol (RCS) in accordance with AFI 33-324, *The Air Force Information Collections and Reports Management Program*.

**2.2.5 Nuclear Ordnance Commodity Manager (NOCM) Requests.** Assistance for all items listed as NOCM in D086 Mission Workload Assignment System will be provided to the listed organizations and will coordinate with the Energy Research and Development Administration (ERDA) in furnishing assistance on ERDA designed and procured weapons and weapon components. This does not include O&I support to operational units on non-nuclear munitions. The production management specialist will initiate an AFMC Form 206, *Temporary Work Request*, after funding is received with coordination through the workload technician as outlined in AFMCI 21-100. If the item is on the Master Nuclear Certification Listing (<https://wwwmil.nwc.kirtland.af.mil/mncl/>), check guidance in DAFI 91-101, *Air Force Nuclear Weapons Surety Program*, AFI 63-125, *Nuclear Certification Program*, and AFMAN 91-221, *Weapons Safety Investigations and Reports*, to see if a DULL SWORD report is required. If a DULL SWORD report is required, report IAW AFMAN 91-221. Nuclear weapons managers will submit requests for assistance as follows:

2.2.5.1 Cruise Missile (CALCM/ALCM) support to AFLCMC/EBJ

2.2.5.2 Munitions Material Handling Equipment to AFLCMC/WNZ

2.2.5.3 ICBM (Arming/Fusing) to AFNWC/NMW

2.2.5.4 Nuclear Support Management to Air Force Nuclear Weapons Center (AFNWC), Kirtland AFB, NM

2.2.5.5 F-15E to AFLCMC/WAQ

2.2.5.6 F-16 to AFLCMC/WAM

2.2.5.7 B-2 to AFLCMC/WBZ

2.2.5.8 B-52 to AFLCMC/WBD

2.2.5.9 B-21 to AFLCMC/WBS

**2.2.6 Security Assistance Program (SAP) Request.** SAP requests for assistance will be submitted through the designated country representative directly to the PM/PGM IAW AFMAN 16-101, *Security Cooperation (SC) and Security Assistance (SA) Management*.

2.2.6.1 Assistance requests for SAP aircraft under the control of TAC/2 ADG during flight delivery will be submitted directly to the PM/PGM.

**2.2.7 Interservice Request.** Maintenance assistance will be provided to the Army, Navy and Marine Corps IAW with interservice support procedures prescribed in DoDI 4000.19, *Support Agreements*. If requested, maintenance assistance may also be provided to other government agencies on a case-by-case basis.

**2.2.8 New Equipment Request.** If assistance is required to resolve engineering problems on new equipment, requests should be directed to the responsible PM/PGM IAW the provisions of this TO. Design deficiencies should be resolved via a deficiency report (DR) IAW TO 00-35D-54, *USAF Deficiency Reporting, Investigation, and Resolution*.

## 2.3 FORMAT FOR SUBMITTING MAINTENANCE ASSISTANCE REQUESTS.

**2.3.1 Maintenance Assistance Request Format.** The requesting activity will furnish a comprehensive description of the maintenance requirement to the PM/PGM in the following format:

2.3.1.1 A detailed description of discrepancy and maintenance requirement. As applicable, include left/right, forward/aft, upper/lower, inboard/outboard, dimensions (length/width/depth); Fuselage Station (FS), Wing Station (WS), Water Line (WL), photographs, applicable TO, figure, index, part number, and stock number.

#### NOTE

Provide all information concerning aircraft transfers, planned deployments, Programmed Depot Maintenance (PDM), upcoming major phase inspections, or scheduled modifications and Time Compliance Technical Orders (TCTOs).

2.3.1.2 For all requests, list Mission Design Series (MDS) to include aircraft serial number or Type, Model, Series and software version numbers of applicable Line Replaceable Units (LRUs) of the equipment involved (include the serial number for serialized items). In addition, for non-end items of equipment, also list the National Stock Number (NSN) and nomenclature.

2.3.1.3 Number of end items involved.

2.3.1.4 Start date and estimated length of time assistance is required and if overtime or multiple shifts are required.

2.3.1.5 Air Force Specialty Code (AFSC)/Skill Level/Job Series or other required special qualifications, special tools, equipment, materials, and number of personnel required.

2.3.1.6 The base/facility at which the work is to be accomplished and the contact information for a local point of contact to be notified upon arrival.

2.3.1.7 Availability of adequate quarters, messing, and transportation at the base or facility at which work is to be accomplished.

2.3.1.8 Applicable security requirements (e.g., degree of clearance and escort requirements).

2.3.1.9 Two man policy (no lone zone) applicability.

2.3.1.10 Nuclear Weapons Personnel Reliability Program DoDI 5210.42, *DoD Nuclear Weapons Personnel Reliability Assurance*, applicability.

2.3.1.11 AFMAN 21-202, *Missile Maintenance Management* applicability (ICBM systems).

2.3.1.12 Name and phone number of the engineer, ES, or production management specialist previously contacted for engineering technical assistance on this maintenance requirement.

## 2.4 RESPONSE TIME AND REQUIRED ACTIONS.

2.4.1 Emergency Telephone Request. An emergency telephone request is one that has an immediate impact on critical mission requirements. Emergency requests are intended for Presidentially-directed missions (CJCS priority 1A1) or situations where current location presents immediate risk to personnel or equipment. All requests will be documented with a follow-up web based system request, if available, or e-mail if no web based system exists. Follow-up documentation will include all data required by the format outlined in Paragraph 2.3, and will follow the standard ETAR/Maintenance Assistance Request (MAR) process (e.g., final approval authority for the response must be the Chief Engineer responsible for the system). The PM/PGM will immediately confirm receipt of request and provide all addresses with the approved solution to the request within four hours after receiving the emergency telephone request.

2.4.1.1 If an incident, malfunction, or mishap is suspected to have occurred or be caused by in-use, installed, or otherwise configured munition (live or inert), or a 20 or 30MM gun system malfunction creating a safety condition, in addition to notifying the PM/PGM, notify the Global Ammunition Control Point Air Force Life Cycle Management Center, Munition Division (AFLCMC/EBH) Munitions Rapid Response Team: DSN: 312-777-2666; COMM: (801) 775-2666, and the MAJ-COM munitions staff. The Munitions Rapid Response Team can provide units technical assistance in resolving recurring 20 or 30MM gun system malfunction isolation

2.4.2 Work-Stoppage Request. A work-stoppage request is one that refers to the inability to proceed with maintenance or production on a repair or modification of an end item or commodity, or where a given process stops due to nonconforming material, inadequate technical data, or lack of proper parts, materials, components, tooling, or facilities. Halted production or repair of a component or part that negatively impacts the critical path of an end item or scheduled flow of a commodity production line (from an operational/systemic view) constitutes a work-stoppage. The PM/PGM will provide an approved solution within 7 calendar days of receiving the request.

2.4.3 Routine Request. Routine requests are ones that don't fall under the Emergency or work-stoppage categories. Requests against non-critical path repair or production are considered routine. The PM/PGM will provide all addresses with the approved solution to the request within 21 days after receiving the routine request and Lead Command or funds holder certification is received.

2.4.4 Required Actions. Transfer of the aircraft or equipment from its assigned utilization code to an appropriate work status code will be accomplished upon receipt of acceptance of the assistance request IAW AFI 21-103, *Equipment Inventory, Status and Utilization Reporting*.

2.4.4.1 The PM/PGM will determine the appropriate source of support, i.e., the nearest ALC to the work, contract, interservice or other depot capability, and direct accomplishment of the work. Each PM/PGM is responsible for providing assistance and ensuring completion to Lead Commands and funds holders.

2.4.4.2 The Chief Engineer shall institute processes to ensure that repeated technical assistance used to consistently expand technical data limitations and/or to frequently provide similar procedures, will be evaluated for incorporation into technical data utilizing TO change procedures/processes defined in TO 00-5-1.

## 2.5 ETAR/MAR ROUTING PROCESS.

### **NOTE**

Due to special requirements, Foreign Military Sales (FMS) activities are exempt from this process.

There are two types of assistance requests; TAR and MAR. A TAR is used for engineering support/disposition and a MAR requests depot maintenance. IAW this TO, MARs must be approved/disapproved by the requesting Field Level's MAJCOM/Funds Holder.

2.5.1 ETAR Routing Process. The ETAR routing process will be accomplished in accordance with AFMCMAN63-1202, *Engineering Technical Assistance Requests*.

2.5.2 MAR Routing Process. The MAR routing process will be accomplished as follows:

### **NOTE**

A MAR does not have to begin as an ETAR.

2.5.2.1 PM/PGM receives the MAR from Field Level. (Funds Holder, MAJCOM/Lead Command, CAM, and Engineering will receive informational copies).

2.5.2.2 The PM/PGM will route the MAR to Engineering for disposition.

2.5.2.3 If required, an engineer will prepare engineering disposition instructions and creates a Statement of Work (SOW)/Task Order and forward it to the PM/PGM. The PM/PGM will forward the engineering disposition instructions and SOW/Task Order to the Source of Repair (SOR) for cost estimate, schedule and acceptance. If the Primary Source of Repair (PSOR) is unavailable/unable to perform the required task, alternate sources of repair will be requested.

2.5.2.4 Once the PM/PGM receives an approved cost estimate and schedule from SOR, the PM/PGM will notify the Field Level/MAJCOM of maintenance cost and expected maintenance timelines.



2.5.2.5 The PM/PGM will work with CAM and MAJCOM/Funds Holder to validate available funds and initiate funding document to SOR.

**NOTE**

Due to special mission requirements, the following agencies are exempt from Centralized Asset Management (CAM) and must provide their own funding for maintenance: NGB, AFRC, TWCF, RDT&E, and USSF - except Minuteman and UH-1 requirements which are managed under CAM.

2.5.2.6 The PM/PGM will forward the engineering disposition instructions and SOW/Task Order, edited by Engineer if necessary, to SOR.

**NOTE**

If the final engineering disposition instructions/SOW/Task Order is altered from the original provided for cost estimate and schedule development, an adjusted cost estimate and schedule will be provided by SOR to PM/PGM. PM/PGM will notify Field Level's MAJCOM of new cost estimate and schedule based on revised engineering disposition instructions/SOW/Task Order.

2.5.2.7 SOR will perform the repair.

2.5.2.8 The PM/PGM and Field Level will close the ETAR/MAR in the applicable Maintenance Information System (MIS i.e. G081, CAMS, IMDS, MRO, etc.) once associated maintenance actions are complete.

2.6 EXPLANATION OF TERMS.

2.6.1 Depot Maintenance Support. Maintenance and modification support accomplished or provided by AFMC. It includes:

2.6.1.1 O&I level maintenance or modification work that cannot be accomplished within the maintaining command's capability.

2.6.1.2 Depot level maintenance or modification work that requires special skills, tools, equipment or facilities available at a depot level facility or at a designated facility or site.

2.6.2 Emergency Maintenance Support. Maintenance assistance required by AF activities to satisfy urgent unprogrammed requirements for depot level maintenance or O&I level maintenance which is beyond the capability of the maintaining command.

2.6.3 Field Team. A team of maintenance personnel (AF, other service, contractor or combination thereof) with the necessary skills, special tools and equipment to accomplish depot level maintenance and modification, or provide O&I emergency maintenance assistance and modification at the operating locations.

2.6.4 Maintenance Assistance. Assistance provided to maintaining activities by AFMC to resolve problems with maintenance procedures or production that are beyond the capability of the maintaining command. Maintenance assistance may take the form of emergency maintenance support, technical assistance, or a combination of both. It may be in conjunction with or separate from engineering assistance.

2.6.5 Operating Activity. The activity which is responsible for performing O&I level maintenance.

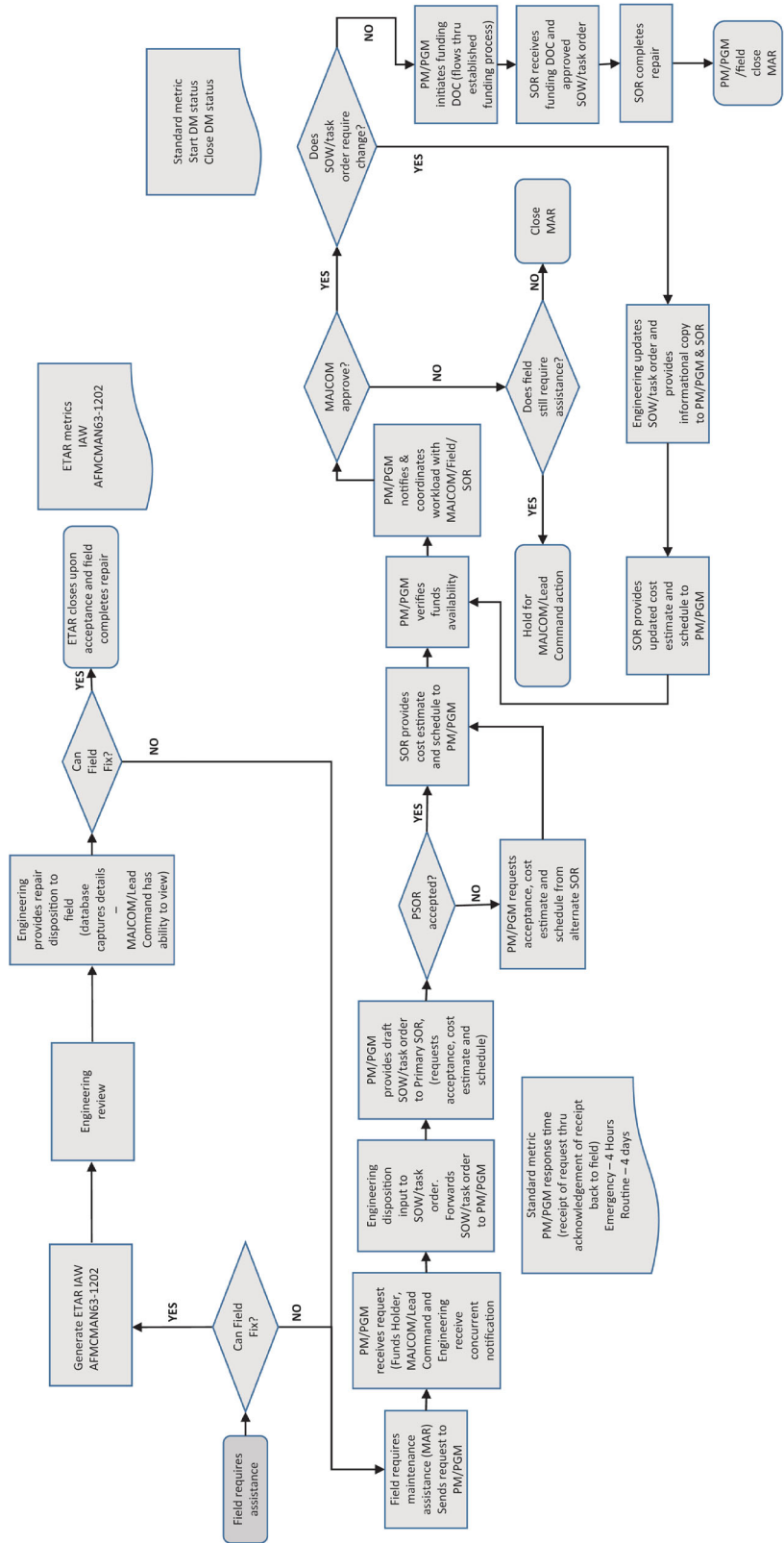
2.6.6 Operating Command. The parent MAJCOM of the operating activity.

2.6.7 Program Manager/Product Group Manager (PM/PGM). The senior individual responsible and accountable for management of a weapon system or systems.

2.6.8 Technical Assistance. Provides advice, assistance, disposition and training pertaining to installation, operation and maintenance of equipment using authorized procedures. Provides authorization for one-time repairs or time definite repair opportunities beyond what is spelled out in existing TOs. Provides the one-time authority to use a specific part/commodity with defects or deviations beyond TO limits. Provides authorization for limited use of non-listed substitutes (supplies, components, support equipment, etc.) to prevent work stoppages.

2.6.9 Test, Measurement, and Diagnostic Equipment (TMDE). Devices used to maintain, evaluate, measure, calibrate, test, inspect, diagnose, or otherwise examine materials, supplies, equipment, and systems to identify or isolate any actual or potential malfunction, or decide if they meet operational specifications established in technical documents.

2.6.10 Chief Engineer (Or Designee). For any system, the individual designated as the Chief Engineer per AFMCI 63-1201, *Implementing Operational Safety Suitability and Effectiveness (OSS&E) and Life Cycle Systems Engineering (LCSE)*. The Chief Engineer may designate an individual(s) to assist with the approval of ETAR/MAR requests.



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Figure 2-1. Assistance Request Standard Process Flow

