

**TECHNICAL MANUAL**

**MAINTENANCE ASSISTANCE**

(ATOS)

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## CHAPTER 1

### GENERAL INFORMATION

#### 1.1 PURPOSE.

This technical order (TO) explains the role and responsibilities of Air Force Materiel Command (AFMC) in providing maintenance assistance to Air Force 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.

#### 1.2 SCOPE.

1.2.1 Maintenance assistance in support of petroleum, oils, and lubricants (that have not been issued to or operationally used in an airborne weapon system) and Ground Communications-Electronics (C-E) equipment is excluded from the provisions of this TO and will be obtained as follows:

##### NOTE

- Communications-Electronics equipment which are directly associated with airborne weapon systems (i.e., unmanned aerial vehicles control units, etc.) shall refer to TO 00-25-107 for submitting maintenance assistance requests.
- A petroleum, oil, or lubricant product that is based on a new specification, has been issued to or operationally used on an airborne weapon system, or that has been identified as not meeting specification standards based on laboratory analysis must have its suitability for operationally, interim, or emergency use determined by the applicable weapon system program manager or lead engineer and shall refer to TO 00-25-107 for submitting maintenance assistance requests.

1.2.1.1 *TO 42B-1-1, Quality Control of Fuels and Lubricants.*

1.2.1.2 *TO 00-25-108, Communications-Electronics Depot Support.*

1.2.2 The three AFMC Air Logistics Centers (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 System Program Manager or Product Group Manager (SPM/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 these work requirements direct to their designated ALC. Submit and process depot-level calibration assistance requests for scheduled/unscheduled TMDE in accordance with *TO 00-20-14, Air Force Metrology and Calibration Program*, Section IV.

1.2.3 Aircraft Battle Damage Repair (TO 1-1H-39) procedures may be used in lieu of these procedures in accordance with AFI 21-103 when the GP/CC (Group Commander) determines that the urgency of need exceeds the timelines of an emergency -107. 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, typically for a ferry flight to a more suitable repair location or for degraded (partially mission capable) combat conditions. Thus 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 documents the required procedures to notify the Chief Engineer of the urgent repairs performed in these situations. As soon as the urgent threat is subsided, as determined by the GP/CC, a complete and permanent repair shall be developed and installed per this TO 00-25-107.

1.2.4 Those weapon system program managers who convert their organizations to an integrated Product Lifecycle Management (PLM) system may use that system for the submission, routing, and return of technical assistance requests (TARs), and may require the use of that system by the fielded units that they support. The procedures for using that system

shall be documented by the weapon system program manager (or AFMC PLM implementing organization), shall accomplish the intent of the TO 00-25-107 TAR process, and shall be approved by the HQ AFMC/A4 Technical Director.

### **1.3 POLICY.**

Operating activities will request assistance directly from SPM/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. Lead command functional managers or fund holders will collaborate with operating commands in order to validate all requests. Centralized Asset Management (CAM) Program Office will provide funding for the Direct Air Force (DAF). Funds holders (NGB, AFRC, AFSOC, AFSPC, RDT&E and TWCF) and all non-DAF customers will provide own funding.

1.3.1 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.

1.3.2 Unprogrammed depot level maintenance support certified essential by the lead command or fund holder will be negotiated with the SPM/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.

1.3.3 The Air Force 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. (*AFPD 10-9, Lead Operating Command Weapon Systems Management*, and *AFI 10-901, Lead Operating Command-Communications and Information Systems Management*).

1.3.4 Funding for unprogrammed depot level maintenance assistance will be provided by CAM or funds holders to the ALCs, based on existing funding appropriation policies, for applicable assets once the lead command or fund holder has validated the requirement.

1.3.4.1 CAM under the direction of AFMC 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), Technical Orders (TO), Contractor Logistics Support (CLS), Aviation Petroleum Oil and Lubricants (AVPOL), Flying Hour (FH) Consumables, and Support Equipment (O&M only). SPM/PGMs along with the 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, Vol. 1 for applicable funding policy.

1.3.4.2 Fund holders are organizations which receive and manage funding for sustainment activities under an operating agency code other than 87 (centralized sustainment funding managed by the CAM Program office). Fund holders will manage TO 00-25-107 actions to include approval, disapproval, validation, and funding of technical and/or maintenance requests. Fund holders include:

- National Guard Bureau
- Air Force Reserve Command
- Air Force Special Operations Command
- Air Force Space Command
- Transportation Working Capital Fund (TWCF) agencies
- Research, Development, Test & Evaluation (RDT&E) - AFMC/A3

1.3.5 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. If Combat Logistics Support Squadron (CLSS) is used for O&I level maintenance, TDY and materials will be funded by requester.

1.3.6 The placing of AFMC field teams on non-AFMC bases will require the preparation and negotiation of a workload/support agreement between the SPM/PGM and the host base. *AFI 21-102, Depot Maintenance Management and AFMC Supplement 1 to AFI 25-201, 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.

1.3.7 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 SPM/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 SPM/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 in accordance with TO 00-20-1. 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 SPM/PGM advising the date and time of departure.

1.3.8 For AFMC organizations, excluding Maintenance Wing ENs, each Wing EN (or designee) shall review the engineering direction which it provided as responds to 107 Technical Assistance Requests (TARs) by using the USI checklists quarterly. The Wing EN shall be responsible for implementing corrective actions for trends found during the review. Each Center EN shall annually review the results of the TO 00-25-107 TARs quarterly reviewed performed by the Wing ENs within that Center. The annual review shall be to identify trends within the Wings' quarterly reviews, and to verify that the Wings' quarterly reviews address all USI criteria. All engineering reviews of the TO 00-25-107 process shall be performed in accordance with AFMCI 90-202.

1.3.9 **Nuclear Weapons-Related Materiel (NWRM) Items.** Program Office/Supply Chain (e.g., engineers & equipment specialist) personnel providing technical assistance which drives updates to any 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 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 item manager 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 to ensure the local supply chain management organization updates the applicable APSR to maintain positive inventory control.

## 1.4 MAINTENANCE ASSISTANCE CATEGORIES.

Maintenance assistance is provided by AFMC in the following categories:

1.4.1 **Technical Assistance.** Technical Assistance (paragraph 2.1.1) is provided by AFMC engineers and equipment specialists to resolve problems with field-level maintenance and operations of systems, commodities, and support equipment.

1.4.1.1 Technical Assistance will be issued in accordance with *TO 00-5-1, AF Technical Order System*, or *TO 00-25-195, Source, Maintenance and Recoverability Coding of AF Weapons, Systems, and Equipment*, unless it falls into one of the following categories:

1.4.1.1.1 It is unique to a specific equipment item;

1.4.1.1.2 It is for one-time use;

1.4.1.1.3 It is not applicable to all users or units possessing the system or commodity (limited waivers to repair restrictions will be issued according to *TO 00-25-195*).

1.4.1.2 If technical assistance results in a waiver 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

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aircraft, missile, commodity or support equipment maintenance and historical records until the waived or deferred maintenance action is completed.

**1.4.2 Organizational and Intermediate (O&I) Level Maintenance.** O&I maintenance tasks which 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.

**1.4.3 Unprogrammed Depot Level Maintenance.** 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.

**1.4.4 Commercial/Contract Calibrations.** For TMDE requiring non-organic commercial/contract calibration support refer to *TO 00-20-14* for guidance.

## CHAPTER 2 CATEGORIES

### 2.1 PROCEDURES FOR REQUESTING ASSISTANCE.

An emergency request is one that has an immediate impact on mission requirements. Emergency telephone requests will be followed by web based system request if available or e-mail if no web based system exists. All requests will follow format outlined in paragraph 2.2.

**2.1.1 Technical Assistance.** Requests will be forwarded direct to the SPM/PGM via web based system used by SPM/PGM if available, or by e-mail or telephone if not available (use of telephone is for emergency situations) with an information copy sent to the operating command.

**2.1.2 O&I Level Maintenance.** Requests will be forwarded direct to the SPM/PGM via web based system used by SPM/PGM if available, or by e-mail or telephone if not available (use of telephone is for emergency situations) with an information copy sent to the operating command. The operating command will inform the lead command or fund holder of assistance request. The lead command or fund holder will certify that all reasonable alternatives for accomplishing the work have been exhausted and it is beyond the command's capability.

**2.1.3 Unprogrammed Depot Level Maintenance.** Requests will be forwarded direct to the SPM/PGM via web based system used by SPM/PGM if available, or by e-mail or telephone if not available (use of telephone is for emergency situations) with an information copy sent to the operating command. The operating command will inform the lead command or fund holder of assistance request with follow-up e-mail approval/disapproval provided by the lead command or fund holder. This maintenance is a priority task of all ALCs and will be given precedence over other type workloads. AFMC organic resources will normally 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.

**2.1.4** Theater commanders will provide theater clearance concurrent with transmittal of request to the SPM/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 SPM/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 Information Collections and Reports Management Program: Controlling Internal, Public, and Interagency Air Force Information Collections*.

**2.1.5** Assistance for all items listed as Nuclear Ordnance Commodity Manager (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 AFMC Form 206 after funding is received with coordination through the workload technician as outlined in AFI 21-110, *Engineering and Technical Services Management and Control*. If the item is on the Master Nuclear Certification Listing (<https://wwwmil.nwc.kirtland.af.mil/mncl/index.cfm>), check guidance in AFI 91-101, *Air Force Nuclear Weapons Surety 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, chapter 1. Nuclear weapons managers will submit requests for assistance as follows:

**2.1.5.1** Cruise Missile (ACM/ALCM) support to 707 MSUS, Tinker AFB, OK

**2.1.5.2** Munitions Handling Equipment to WR-ALC/LE

**2.1.5.3** ICBM (Arming/Fusing) to 526 ICBMSW/CC

**2.1.5.4** Nuclear Support Management to Nuclear Weapons Center (NWC), Kirtland AFB, NM

**2.1.5.5** F-15 to 830 ACSG WR-ALC

**2.1.5.6** F-16 to 508 ACSG/CC and 312 AESG/CC (DSM)

**2.1.5.7** B-2 to ASC/YS

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### **2.1.5.8 B-52 to 327 ACSG OC-ALC**

2.1.6 Security Assistance Program recipient country requests for assistance will be submitted through the designated country representative. Requests for assistance in accordance with *AFMAN 16-101, International Affairs and Security Assistance Management*, will be submitted by the designated country representative directly to the SPM/PGM.

2.1.7 Assistance requests for Security Assistance Program aircraft under the control of TAC/2 ADG during flight delivery will be submitted directly to the SPM/PGM.

2.1.8 Maintenance assistance will be provided to the Army, Navy and Marine Corps in accordance with interservice support procedures prescribed in *DoDI 4000.19, Interservice and Intragovernmental Support*, maintenance assistance may also be provided to other government agencies when approved by USAF/A4M.

2.1.9 Maintenance assistance will be provided to operating units on new equipment in accordance with the provisions of this technical order. If assistance is required to resolve design defects or engineering problems on new equipment, requests should be directed to the Aeronautical Systems Group/Squadron for the new equipment.

## **2.2 FORMAT FOR SUBMITTING REQUESTS FOR MAINTENANCE ASSISTANCE.**

2.2.1 The requesting activity will furnish a comprehensive description of the maintenance requirement to the SPM/PGM in the following format:

2.2.1.1 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, plus applicable TO, figure, and index and 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 TCTOs.

2.2.1.2 For all requests, list Mission, Design, Series to include aircraft serial number or Type, Model, Series (MDS or TMS), software version numbers of applicable LRU's (Line Replaceable Units) 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.

2.2.1.3 Number of end items involved.

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

2.2.1.5 AFSC/Skill Level/Job Series or other required special qualifications, special tools, equipment, materials, and number of personnel required.

2.2.1.6 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.

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

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

2.2.1.9 Two man policy (no lone zone) applicability.

2.2.1.10 Nuclear Weapons Personnel Reliability Program *DoDD 5210.42, Nuclear Weapons Personnel Reliability Program* (PRP), applicability.

2.2.1.11 *AFI 21-202, Missile and Space Systems Maintenance Management* applicability (ICBM systems).

2.2.1.12 Name and phone number of the ALC engineer, equipment specialist, or production management specialist previously contacted for assistance on this maintenance requirement.

## **2.3 RESPONSE TIME AND REQUIRED ACTIONS.**

**2.3.1 Emergency Telephone Request.** An emergency telephone request is one that has an immediate impact on critical (i.e. National Command Authority directed) mission requirements. 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 2.2, and will follow the standard TAR/MAR process (e.g., final approval authority for the response must be the Chief Engineer responsible for the system). The SPM/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.

**2.3.2 Immediate Request.** An immediate request is one that has an immediate impact on mission requirements. The SPM/PGM will confirm receipt of request within 24 hours, provide all addresses with the proposed solution to the request within three days, and provide all addresses with the approved solution to the request within five days after receiving the immediate request.

**2.3.3 Urgent Request.** An urgent request is one that has a significant impact on mission requirements. The SPM/PGM will provide all addresses with the proposed solution to the request within 12 days and provide all addresses with the approved solution to the request within 15 days after receiving the urgent request.

**2.3.4 Routine Request.** A routine request is one that has an impact on mission requirements. The SPM/PGM will provide all addresses with the approved solution to the request within 45 days after receiving the routine request and lead command or fund holder certification is received.

**2.3.5** 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 in accordance with *AFI 21-103, Equipment Inventory, Status and Utilization Reporting*.

**2.3.6** The SPM/PGM will determine the appropriate source of support, i.e., manager ALC, the nearest ALC to the work, contract, interservice or other depot capability, and direct accomplishment of the work. Each SPM/PGM is responsible for providing expeditious assistance to lead commands and fund holders. Regardless of the activity accomplishing the maintenance, the SPM/PGM is responsible for ensuring expeditious completion.

**2.3.7** The Chief Engineer shall institute processes to assure that repeated technical assistance used to consistently expand technical data limitations and/or to frequently provide similar procedures, will be subsequently incorporated into technical data utilizing TO change procedures/processes defined in TO 00-5-1 and AFMCI 21-302.

## **2.4 ALC 107 INTERNAL ROUTING PROCESS.**

### **NOTE**

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

For this section, SM refers to PGM (Product Group Manager), SSM (System Sustainment Manager, DSM (Development System Manager Engineering), SPM (System Program Manager) and/or SM (Single Manager).

**2.4.1** There are two types of TO 00-25-107 assistance requests; Technical Assistance Request (TAR) and Maintenance Assistance Request (MAR). A TAR is used for engineering support/disposition and a MAR requests depot maintenance. In following this TO instruction, MARs must be approved/disapproved by the requesting Field Level's MAJCOM/Fund Holder.

**2.4.2** TAR-107 routing process:

**2.4.2.1** Single Manager (SM) receives 107 from Field Level. (Fund Holder, MAJCOM/Lead Command, CAM and Engineering receive concurrent notification)

**2.4.2.2** SM routes 107 to Engineering

**2.4.2.3** If the published TO procedures are insufficient for the request, or deviations from procedures are requested, Engineer reviews the request for field level assistance: (NOTE: The response to the request must be provided by an engineer responsible for the system. The final approval authority for the TAR/MAR response must be the Chief Engineer responsible for the system, or the Chief Engineer's designee, and cannot be the same engineer who developed the response.

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2.4.2.3.1 If YES: Engineer provides disposition to Field Level, Field Level completes repair, 107 is closed by SM and Field Level.

2.4.2.3.2 If NO: MAR is created from the established TAR.

2.4.3 MAR-107 routing process:

### **NOTE**

A MAR does not have to begin as TAR.

2.4.3.1 SM receives 107 request from Field Level. CAM, Fund Holder, MAJCOM/Lead Command and Engineering receive informational copies.

2.4.3.2 SM routes 107 tasking to Engineering for disposition.

2.4.3.3 If required, Engineer prepares engineering disposition instructions and creates a Statement of Work (SOW)/Task Order and forwards it to the SM. SM forwards 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.

2.4.3.4 Once SM receives approved cost estimate and schedule from SOR, SM notifies Field Level/MAJCOM of maintenance cost and expected maintenance timelines.

2.4.3.5 SM works with CAM and MAJCOM/Fund 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: National Guard Bureau (NGB), Air Force Reserve Command (AFRC), Transportation Working Capital Fund (TWCF) agencies, Research, Development, Test & Evaluation (RDT&E) and Air Force Space Command (AFSPC) - except Minuteman and UH-1 requirements which are managed under CAM.

2.4.3.6 SM forwards 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 SM. SM will notify Field Level's MAJCOM of new cost estimate and schedule based on revised engineering disposition instructions/SOW/Task Order.

2.4.3.7 SOR performs repair.

2.4.3.8 SM and Field Level close 107 once associated maintenance actions are complete.

## **2.5 EXPLANATION OF TERMS.**

2.5.1 Combat Logistics Support Squadron (CLSS). A group of highly trained military personnel capable of rapid deployment to overseas or CONUS locations in support of aircraft maintenance requirements.

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

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

2.5.2.2 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.

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

**2.5.4 Field Team.** A team of maintenance personnel (Air Force, 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.

**2.5.5 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.

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

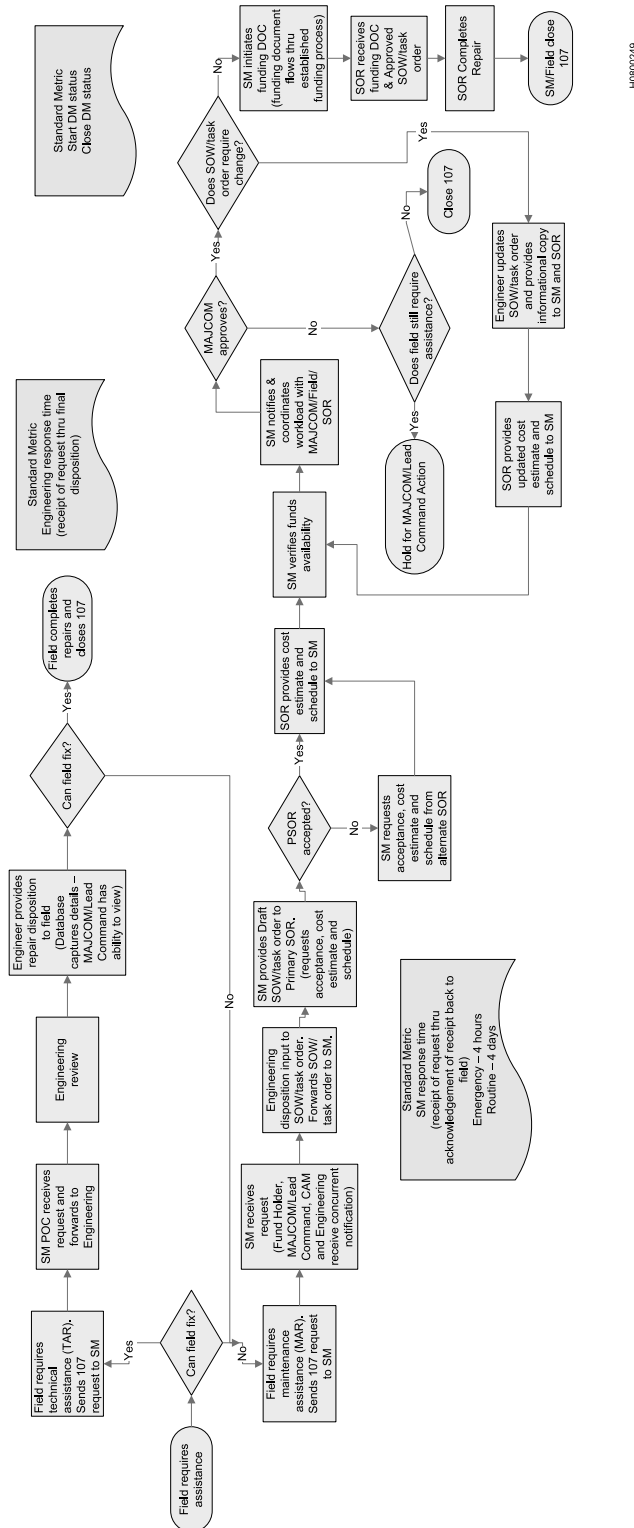
**2.5.7 Operating Command.** The parent major command of the operating activity.

**2.5.8 System Program Manager/Product Group Manager (SPM/PGM).** The senior individual responsible and accountable for management of a weapon system or systems.

**2.5.9 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 (the accomplishment of the provided repair procedure is authorized for a defined amount of time, with a 120 duty-day maximum timeframe). 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.

**2.5.10 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.

**2.5.11 Chief Engineer (Or Designee).** The Chief Engineer for any system is the individual designated as the Chief Engineer per AFMCI 63-1201. The Chief Engineer may designate an individual(s) to assist with the approval of TAR/MAR requests. This (these) designee(s) shall be designated by name in writing annually.



**Figure 2-1. Depot Assistance Request (107) Standard Process Flow**