



Federal Aviation Administration

Memorandum

Date: MAR 25 2015

To: Peggy S. Gilligan, Associate Administrator for Aviation Safety, AVS-1

From: H. Clayton Foushee, Director, Office of Audit and Evaluation, AAE-1

Subject: American Airlines– AAE File #EWB15504

Pursuant to a recent whistleblower investigation completed on behalf of our office, I wanted you to know of cultural concerns at American Airlines which have a direct impact on aviation safety. Six Chicago-based Aviation Maintenance Technicians alleged that maintenance managers had pressured them to not record discrepancies, take shortcuts with maintenance activities, or improperly sign-off on work which was not actually completed. Pressuring mechanics in this way is contrary to regulatory requirements and safe operating practices.

An investigation team from the Orlando Certificate Management Office conducted an exemplary investigation, interviewing dozens of witnesses and gathering hundreds of documents, ultimately substantiating all of the complainant's allegations. It also appears the concerns may be much more prevalent across American's organization than even the complainant's alleged, affecting maintenance activities in Dallas, New York, Miami and beyond. Additionally, there exists a substantial likelihood that American has not properly conducted lightning strike inspections for a protracted period of time.

Flight Standards (AFS) has opened approximately 20 enforcement investigations as a result of the initial complaint. Although the whistleblower investigation has been completed, we strongly recommend AFS continue additional investigation to determine the scope, depth, and root causes of these issues.

If you have any questions, please contact Vincent L. Murray II, Manager and Chief Investigator, at 202-815-1973.