

TECHNICAL MANUAL

MAINTENANCE ASSISTANCE

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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 (AFRES), National Aeronautics and Space Administration (NASA), and other Department of Defense agencies. This assistance includes all levels of maintenance (organizational, intermediate and depot) performed by AFMC organic or contractual resources.

2 SCOPE.

2.1 Maintenance assistance in support of petroleum, oils, and lubricants and Ground Communications-Electronics (C-E) equipment is excluded from the provisions of this TO and will be obtained as follows:

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

2.1.2 TO 00-25-108, Communications-Electronics Depot Support.

2.2 The AFMC air logistics centers (ALCs) are assigned geographic areas of responsibility (figures 1 and 2) for certain support requirements. The geographic ALC will assist operating activities within its area in accomplishing work requirements that are not listed in TO 00-25-115 as a System Manager/Item Manager (SM/IM) 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 in accordance with AFI 21-113, unprogrammed calibration/repair of PME, laboratory analysis of various materials, 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 geographic ALC.

3 POLICY.

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 major command 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.

3.1 Unprogrammed depot level maintenance support certified essential by the major commands will be negotiated with the SM/IM ALC and accomplished by the ALC under the agreed terms. The requesting activity submits the request directly to

the SM/IM ALC on items listed as "Contract" in TO 33K-1-100-2 or a weapon system Calibration Measurement Summary TO. If the negotiated requirement is beyond the AFMC organic capability, contract accomplishment will be arranged by the ALC. The maintaining command will be advised of the support arrangements and requested to provide allocation of funds when required.

3.1.1 Reimbursement for depot level maintenance assistance applies to Air Force commands that are industrial funded or receive direct appropriations for all levels of maintenance (ACC, AMC, ANG, AFRES and AFSC), and to non-AF agencies. These commands/agencies will provide the ALC with funds citation and certification that funds are available for the negotiated maintenance assistance.

3.1.2 Depot level maintenance support for other Air Force commands is funded by AFMC.

3.2 AFMC will accept and accomplish O&I level maintenance requirements which are certified by the major command as mission essential and beyond their current capability according to the procedures established in this TO. The requesting activity submits the request directly to the SM/IM ALC on items listed as "Contract" in TO 33K-1-100-2 or a weapon system Calibration Measurement Summary TO. In all instances of O&I level maintenance support of industrial funded or direct appropriation commands and non-AF agencies will require reimbursement to AFMC as indicated in paragraph 3.1.1. Reimbursement is required of other commands for O&I level maintenance assistance except under national emergency/contingency situations when a command is tasked with operational requirements that exceed its surge organic and contract capability. Under these conditions the major command may request AFMC to provide assistance (organic or contract) for the specific requirement. AFMC organic or funded contract support will be limited to the time required for the major command to make necessary resource adjustments, and normally be limited to 90 days during a single fiscal year.

3.3 The placing of AFMC field teams on non-AFMC bases will require the preparation and negotiation of a workload/support agreement between the SM/IM ALC and the host base. AFI 21-102 and AFMC Supplement 1 to AFI 25-201 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.

3.4 Operating commands should be aware of the funding policy in AFI 65-601 for providing support to new equipment which has been sent to operating units. Maintenance assistance required on such equipment will be secured through TO 00-25-107 as with any other equipment, i.e., by requesting assistance of the SM. If assistance is needed to resolve engineering problems or design defects the System Program Office (SPO) should be contacted.

4 EXPLANATION OF TERMS.

4.1 Combat Logistics Support Squadrons (CLSS). A group of highly trained military personnel capable of deploying to overseas or CONUS locations in support of emergency aircraft, engine, avionics maintenance or transportation requirements.

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

4.2.1 O&I level maintenance or modification work which cannot be accomplished within the maintaining command's capability and is so certified by the maintaining command.

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

4.3 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.

4.4 Field Team. A team of maintenance personnel (Air Force, other service, contractor, or a 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.

4.5 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.

4.6 Maintenance Capability. Availability of resources (facilities, tools, test equipment, drawings, technical publications, trained maintenance personnel, engineering support and spare parts) required to carry out maintenance.

4.7 Maintenance Capacity. A quantitative measure of maintenance capability. It is usually expressed as the amount of direct labor man-hours that can be applied with a specific industrial shop or other entity, during a forty-hour week (one shift, five days).

4.8 Maintaining Activity. The activity which is responsible for performing O&I level maintenance.

4.9 Maintaining Command. The parent major command of the maintaining activity.

4.10 Mission Essential Materiel (AFI 21-102). Materiel which is authorized and available to combat, combat support, combat service support, and combat readiness training forces to accomplish their assigned mission.

4.11 Rapid Area Maintenance (RAM) Teams. Fully qualified CLSS and/or civilian maintenance personnel capable of rapid deployment during period of wartime contingencies in support of all aspects of depot level maintenance with specific emphasis on deployment to overseas areas.

4.12 Rapid Aircraft Battle Damage Augmentation Repair Teams (RABDART). Relatively small teams of highly skilled CLSS personnel capable of rapid deployment in the initial stages of war mobilization in support of operational units. Their primary purpose will be to assist with rapid battle damage repair to permit the supported unit to maximize the number of sorties available to meet real or anticipated war contingencies. The teams will be structured in numbers of personnel and skill types to support particular weapons systems, but may be employed as necessary to assist with any aircraft. RABDART composition will be determined by augmented MAJCOMs through selection of RABDART elements listed in USAF WMP-3. Each RABDART will contain a supervisory element.

4.13 Single Manager (SM). The SM, in accordance with AFMCPAM 63-3, is the individual designated by the single manager command as having full responsibility for the management of a project or program at a specific wing or base for which the single manager command is responsible.

4.14 Technical Assistance. The providing of advice, assistance, and training pertaining to instal-

lation, operation, and maintenance of equipment using currently-authorized procedures. The authorization for one-time or limited duration (120 work-day maximum) repairs beyond existing TO procedures to individual system or commodity items. The one-time authority to accept and use an item with defects or deviations beyond TO limits. The authorization for limited use of non-listed substitutes (supplies, components, support equipment, etc.) to prevent work stoppages.

4.15 Unprogrammed Depot Maintenance. Depot level maintenance requirements which have not been forecasted and programmed.

5 MAINTENANCE ASSISTANCE CATEGORIES.

Maintenance assistance is provided by AFMC in the following categories:

5.1 Technical Assistance. Technical Assistance (paragraph 4.14) is provided by AFMC depot engineers and equipment specialists to resolve problems with field-level maintenance and operations of systems and commodities.

5.1.1 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:

5.1.1.1 It is unique to a specific equipment item;

5.1.1.2 It is expected to expire within 120 calendar days;

5.1.1.3 It is for one-time use; or

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

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

5.2 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.

5.3 Unprogrammed Depot Level Maintenance. Depot level maintenance which was not forecast, such as catastrophic damage to missile weapon systems, crash damage to aircraft and abnormal wear and tear of equipment.

6 PROCEDURES FOR REQUESTING ASSISTANCE.

6.1 Technical assistance requests will be forwarded direct to the SM/IM ALC by Sarah-Lite message, e-mail, telefax, or telephone (Use of telephone is for emergency situations) by Air Force, ANG, and AFRES units unless otherwise directed by the maintaining command.

6.2 O&I level maintenance requests will be forwarded to the appropriate maintaining command in the format outlines in paragraph 7. The maintaining command will certify that all reasonable alternatives for accomplishing the work have been exhausted and it is beyond the Command's capability. The requesting activity submits the request directly to the SM/IM ALC on items listed as "Contract" in TO 33K-1-100-2 or a weapon system Calibration Measurement Summary TO. Requests to the SM/IM ALC may be by Sarah-Lite message, e-mail, telefax, or telephone (Use of telephone is for emergency situations) with follow-up Sarah-Lite message or e-mail approval/disapproval provided by the major command.

6.3 Unprogrammed depot level maintenance requests will be submitted by the requesting activity through its major command to the SM/IM ALC by Sarah-Lite message, e-mail, telefax, or by telephone (Use of telephone is for emergency situations) with follow-up Sarah-Lite message or e-mail approval/disapproval provided by the major command. The requesting activity submits the request directly to the SM/IM ALC on items listed as "Contract" in TO 33K-1-100-2 or a weapon system Calibration Measurement Summary TO. 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.

6.4 Theater commanders will provide theater clearance concurrent with transmittal of request to the SM/IM ALC. 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 SM/IM ALCs 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 37-124.

6.5 Nuclear weapons will submit request for assistance to the Nuclear Weapons Directorate, NW, Kelly AFB, Texas. They will provide assistance on all items listed as Nuclear Ordnance Commodity Manager (NOCM) in TO 00-25-115, 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 nonnuclear munitions. The Production Management Specialist will initiate AFMC Form 206 with coordination through the workload technician as outlined in AFMCR 66-60.

6.6 Security Assistance Program recipient country requests for assistance will be submitted through the designated country representative. Requests for assistance in accordance with AFI 16-101 will be submitted by the designated country representative directly to the SM/IM ALC.

6.7 Assistance requests for Security Assistance Program aircraft under the control of TAC/2 ADG during flight delivery will be submitted directly to the SM/IM ALC.

6.8 Maintenance assistance will be provided the Army, Navy and Marine Corps in accordance with interservice support procedures prescribed in AFI 25-301. Maintenance assistance may also be provided to other government agencies when approved by USAF/ILM.

6.9 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 SPO for the new equipment.

7 FORMAT FOR SUBMITTING REQUESTS FOR MAINTENANCE ASSISTANCE.

7.1 The requesting activity will furnish a comprehensive description of the maintenance requirement in the following format:

7.1.1 As detailed description of discrepancy and maintenance requirement as possible. (To include left/right, forward/aft, upper/lower, inboard/outboard; dimensions (length/width/depth); plus applicable T.O., figure, and index and part number and stock number.) Note: Provide all information concerning aircraft transfers, planned deployments, Program Depot Maintenance (PDM), upcoming major phase inspections, etc..

7.1.1.1 Technical assistance.

7.1.1.2 Organizational and Intermediate Level Maintenance.

7.1.1.3 Unprogrammed Depot Level Maintenance.

7.1.2 For all requests, list Mission, Design, Series (To include aircraft serial number) or Type, Model, Series (MDS or TMS) 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.

7.1.3 Number of end items involved.

7.1.4 Beginning date and estimated length of time for which assistance is required and if overtime or multiple shifts are required.

7.1.5 AFSC or skills, special tools, equipment, materiel and number of personnel required.

7.1.6 The base or specific facility at which the work is to be accomplished and the name, rank, phone number and office symbol of the point of contact (P.O.C.) or organization to be notified upon arrival of the team.

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

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

7.1.9 Two man policy (no lone zone) applicability.

7.1.10 Personnel Reliability Program (AFI 36-2104) applicability.

7.1.11 AFI 21-114 applicability (ICBM systems).

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

8 RESPONSE TIME AND REQUIRED ACTION.

8.1 The SM/IM will reply to all telephone emergency requests within four hours after receipt and inform the requester of the intended course of action.

8.2 The SM/IM will formally confirm receipt of all routine requests for maintenance assistance and notify all addressees of the intended course of action within four duty days after a repair disposition or

decision is developed and major command certification is received.

8.3 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.

8.4 The SM/IM designated in TO 00-25-115 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 SM/IM ALC is responsible for providing expeditious assistance to maintaining commands. Regardless of the activity accomplishing the maintenance, the SM/IM ALC is responsible for insuring expeditious completion.

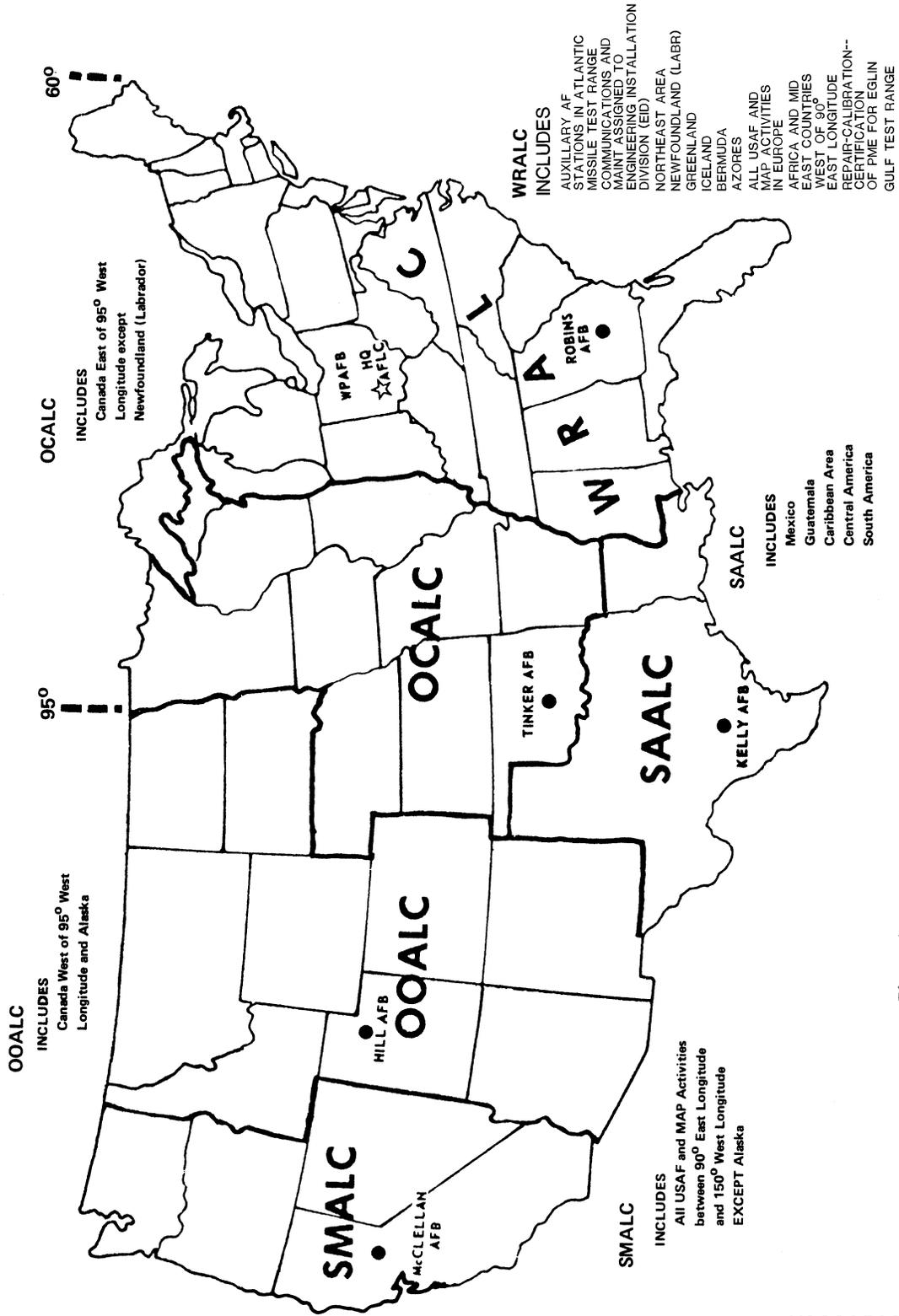
8.5 Funding and programming for maintenance assistance is the responsibility of the SM/IM ALC, except for non-SM/IM work discussed in paragraph 2.2. Funding and programming for such non-SM/IM work, not hosted in TO 00-25-115, is the responsibility of the geographic ALC.

8.6 HQ AFMC has structured the funding and programming policies and procedures for maintenance assistance to accord with the SM/IM concept of maintenance assistance set forth in this TO. To the extent possible, SM/IMs will negotiate requirements for maintenance assistance to the ALC in whose area the maintenance requirement is located and provide funds required.

9 REPORTING.

Upon arrival of the depot field team at the operating location, the depot team chief will contact the on-site project officer who will initiate an arrival message addressed to the Major Command receiving assistance and the SM/IM ALC. The message will include the number of team personnel on-site, date and time of arrival and any other information relative to the depot 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 ALC. When the team departs, the activity project officer will initiate a departure message addressed to the Major Command receiving assistance and the SM/IM ALC advising the date and time of departure.

ALC GEOGRAPHICAL AREAS OF RESPONSIBILITY



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Figure 1. Continental United States Geographical Areas of Responsibility for AFMC Maintenance Assistance to Air Force Field Activities.

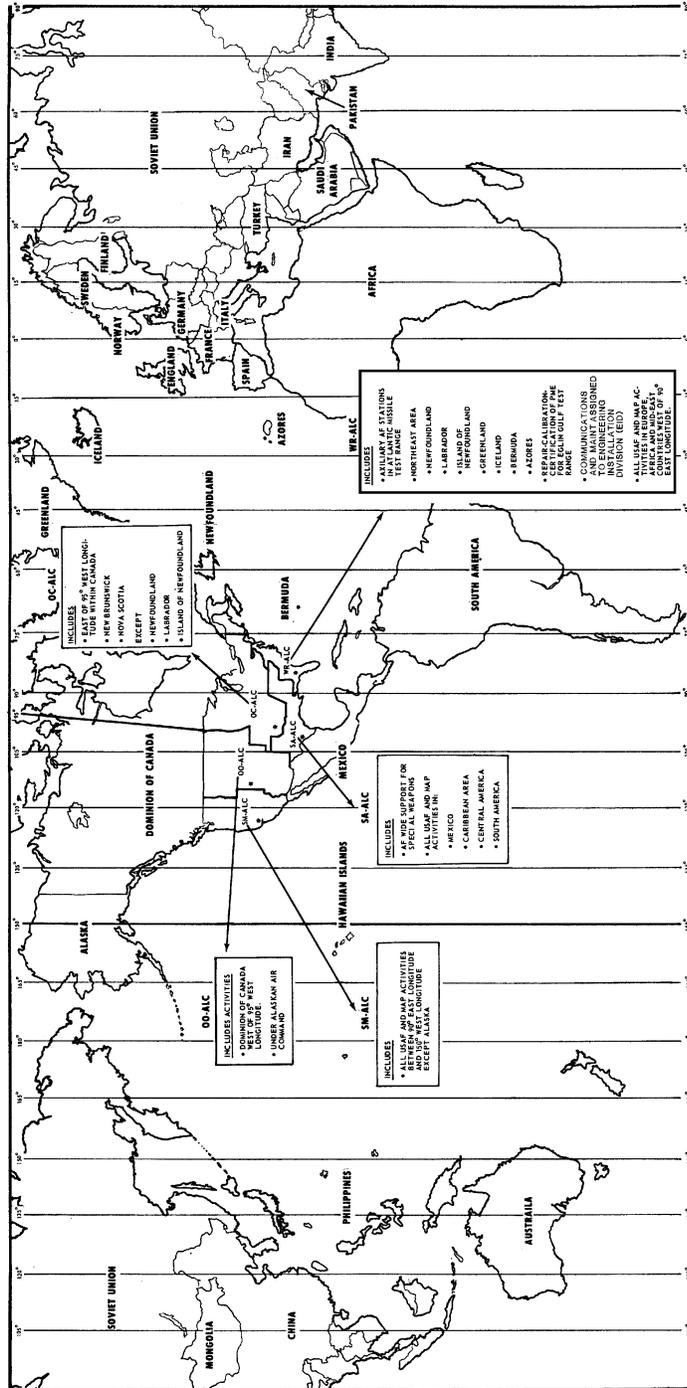


Figure 2. Outside the United States Geographical Areas of Responsibility for AFMC Maintenance Assistance to Air Force Field Activities. Europe, Africa and Mid-East countries will forward request for Assistance to WR-ALC. Pacific Area requests for Assistance will be forwarded to SM-ALC. Caribbean, Central and South America and Mexico Area requests for Assistance will be forwarded to SA-ALC.

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Figure 2. Outside the United States Geographical Areas of Responsibility for AFMC Maintenance Assistance to Air Force Field Activities. Europe, Africa and Mid-East countries will forward request for Assistance to WR-ALC. Pacific Area requests for Assistance will be forwarded to SM-ALC. Caribbean, Central and South America and Mexico Area requests for Assistance will be forwarded to SA-ALC.

