



## ***Airplane-on-Ground Operations***

**TOTAL AOG SOLUTIONS  
FOR YOUR SWIFT RETURN  
TO SERVICE**

# Airplane-on-Ground

COMPLETE SUPPORT WHEREVER YOU ARE

## WE HANDLE EVERY ASPECT OF AN AOG EVENT TO GET YOU BACK IN THE AIR QUICKLY.

When your Boeing 7-series or MD-series airplane is disabled, we stand ready to help you return it to revenue service, wherever in the world it



happens to be, with 24-hours-a-day, seven-days-a-week dispatch availability. We have a long track record of reacting swiftly to any customer need, including an aircraft-disabling incident. We not only work to repair the aircraft to as-new condition as quickly as possible, using Boeing data and

expertise, but we also provide you with total support. We handle diagnosis, repairs, logistics, parts procurement, warranty and certification issues, and more. Our goal is to get you back in the air with as little disruption to your schedules as possible and to streamline your communication with all departments of Boeing, as well as with applicable regulatory agencies.

### **Complete repair support.**

We provide a detailed repair plan, project schedule, and a cost estimate. We determine the best project site and manage project logistics and help you secure facilities and hangar space. We identify and procure expedited parts, materials, and tooling. When work is completed by the same highly skilled workforce that built the airplane, we provide quality and return-to-service documentation for the FAA or your national regulatory agency. We serve as your entry point to Boeing, working with many different internal organizations to get you what you need to get back in the air as quickly as possible.

### **A complete damage survey.**

Within hours of hearing from you, we dispatch a team to conduct a detailed, documented inspection of your damaged airplane and give you a full report. It outlines repair methods and in what order the work should be done and identifies needed parts, materials, tooling, and documentation, as well as logistics requirements. We work directly with you to determine the cost of repairs and other services.



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**On-site technical assistance.**

To help you and your own third-party labor provider with every aspect of the job of getting your airplane back in service, we provide advisors, engineers, and mechanics who are experts in their fields. They will determine what needs to be done and

get the process moving forward, including identifying, ordering, and tracking parts and providing test equipment and specialized tooling.

**Incident repair package.**

We determine what you need and develop a repair package that includes parts, standards, specialized tooling, and all installation drawings to complete the repair. The package is customized, depending on the nature and complexity of your repair.

**Airplane recovery.**

If you choose, we also can assist with airplane recovery. We will go to the airplane and conduct a survey of its condition and location and help you with recovery planning and coordination. We can provide recovery tools, such as hoists, slings, and fittings, and we will help you obtain any needed airworthiness certificates and special flight permits.

**We stay with you the whole way.**

We work with you until every aspect of the AOG incident is resolved, and all postdelivery issues have been addressed to your satisfaction. That includes our working for you within Boeing to resolve any warranty issues and ensuring that all repairs incorporate changes from the most recent service bulletins.

**Our expertise gives you an edge.**

Because we built the airplane and have access to many Boeing resources, we are able to get your disabled aircraft back in operation quickly. Besides our expertise, we also offer you our commitment to our customers and our determination to support our airplanes and keep you flying and profitable.

*For immediate AOG assistance, contact your local Boeing Field Representative or our Rapid Response Center at*

*Phone: 206-544-7555*

*To learn more about AOG Operations, contact us at*

*Phone: 425-342-2612*

*Fax: 206-342-4543*

*We invite you to visit our aviation maintenance solutions web site at*

*[www.boeing.com/commercial/ams](http://www.boeing.com/commercial/ams)*



### **Commercial Airplanes**

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## **Commercial Aviation Services**

COMMITTED TO YOUR SUCCESS