

### Occurrence reporting for ROTAX® Aircraft Engines

ATA System: 00-00-00 General

#### 1) Planning information

To obtain satisfactory results, procedures specified in this publication must be accomplished with accepted methods in accordance with prevailing legal regulations.

BRP-Rotax GmbH & Co KG cannot accept any responsibility for the quality of work performed in accomplishing the requirements of this publication.

##### 1.1) Applicability

All versions of ROTAX® engine types:

| Engine type       | Serial number |
|-------------------|---------------|
| 2-stroke (Series) | all           |
| 912 (Series)      | all           |
| 912 i (Series)    | all           |
| 914 (Series)      | all           |
| 915 i (Series)    | all           |
| 916 i (Series)    | all           |

##### 1.2) Concurrent ASB/SB/SI and SL

In addition to this Service Letter, the following documents must be observed:

- in general all relevant Alert Service Bulletins (ASB), Service Bulletins (SB), Service Instructions (SI), Service Letters (SL), Service Instruction - Parts and Accessories (SI-PAC) with relevance to perform this maintenance, repair or overhaul task.
- SL-912-020 / SL-912 i-009 / SL-914-018 / SL-2ST-012 / SL-915 i-017 / SL-916 i-016, "Engine Registration via ROTAX® Aircraft Engines Website", current issue.

##### 1.3) Reason

BRP-Rotax hereby offers a digital platform on its official website to submit occurrence reports of aircraft malfunctions on which ROTAX® aircraft engines are installed. This method of occurrence reporting is available to all stakeholders such as authorities, OEMs, pilots, maintenance organizations and operators. In addition to this incident reporting process, country specific requirements, as well as the reporting to the aircraft manufacturer and aviation authorities, must also be taken into account.

##### 1.4) Subject

Occurrence reporting for ROTAX® Aircraft Engines.

##### 1.5) Compliance

NONE - For Information Only

##### 1.6) Approval

The technical content of this document is approved under the authority of the DOA ref. EASA.21J.048.

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### 1.7) Labor time

Estimated labor hours:

Engine installed in the aircraft - - - labor time will depend on airframe installation and therefore no estimate is available from the engine manufacturer.

### 1.8) Mass data

Change of weight - - - none.

Moment of inertia - - - unaffected.

### 1.9) Electrical load data

No change.

### 1.10) Software modifications

No change.

### 1.11) References

In addition to this technical information refer to current issue of

- in general Illustrated Parts Catalog (IPC)
- in general Operators Manual (OM) and in particular Chapter 9.
- in general Installation Manual (IM)
- in general Maintenance Manual Line (MML)
- in general Maintenance Manual Heavy (MMH)

NOTE: The status of the Manuals can be determined by checking the table of amendments. The 1<sup>st</sup> column of this table shows the revision status. Compare this number to the one listed on the ROTAX® website:

[www.flyrotax.com](http://www.flyrotax.com). Updates and current revisions can be downloaded for free.

### 1.12) Other Publications affected

None.

### 1.13) Interchangeability of parts

Not affected

## 2) Material Information

None.

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## 3) Accomplishment/Instructions

ROTAX® reserves the right to make any amendments to existing documents, which might become necessary due to this standardization, at the time of next revision or issue.

NOTE: Before maintenance, review the entire documentation to make sure you have a complete understanding of the procedure and requirements.

### 3.1) Instructions

**NOTICE** Engine registration is required before proceeding with a CSIR report. See SL-912-020/SL-912 i-009/SL-914-018/SL-2ST-012/SL-915 i-017/SL-916 i-016 Engine Registration via ROTAX® Aircraft engines Website.

See Fig. 1.

| Step | Procedure  |
|------|--|
| 1    | In a relevant web browser, search for the flyrotax Website, click on the link below, or copy and paste into your browser:<br><a href="https://www.flyrotax.com/p/service/customer-service-information-report">https://www.flyrotax.com/p/service/customer-service-information-report</a> |
| 2    | Enter in form submitter's personal information.  |

The screenshot shows a web form titled "CUSTOMER SERVICE INFORMATION REPORT". Under the heading "Personal Information", there are six input fields arranged in two columns. The first column contains: "First Name" with the value "John"; "Email Address" with the value "John@company.com"; and "Country of Residence" with a dropdown menu showing "United States". The second column contains: "Last Name" with the value "Smith"; "Phone" with the value "555-555-5555"; and "State" with a dropdown menu showing "California". Red asterisks are placed to the left of the "Last Name", "Email Address", and "State" fields, indicating they are mandatory. The form is identified by the code "AE\_6iS\_0579" in the bottom right corner.

Fig. 1  
 Personal information entry example

NOTE: All fields with an asterisk (\*) are mandatory.

**NOTICE** All data will only be stored and used by us (BRP-Rotax GmbH & Co KG and the respective country-specific distributor handling the report) for processing the report. We will only pass on data to third parties (e.g. aviation authorities) when legally required. See the flyrotax Website for our [Privacy Policy](#).

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See Fig. 2.

| Step | Procedure                |
|------|--------------------------|
| 3    | Enter event information. |

When / Where / What

Incident Country: \* United States

Incident Date: \* 04/03/2025

Incident Location (ICAO-Code): \* KABC

Incident Description/ Narrative: \* Shortly after takeoff, LANE A indicator light began to flash. Procedures followed to re-set Lane A. Returned to KABC as a precaution.

AE\_6IS\_0580

Fig. 2  
Event information entry example

NOTE: All fields with an asterisk (\*) are mandatory.

NOTE: This is an opportunity for the submitter to perform a preliminary root cause analysis. It is essential to differentiate between effect, failure, and root cause. Initially the effect is noticeable by the pilot, but failure and root-cause are often not clear at the beginning of this process.



Further material on General Inspection and Root Cause Analysis can be found in relevant Advisory Circular AC 43.13 from FAA.

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See Fig. 3.

| Step | Procedure                   |
|------|-----------------------------|
| 4    | Enter aircraft information. |

The screenshot shows a form titled "Aircraft Identification" with the following fields and values:

- Aircraft Registration: \* N123AZ
- Aircraft Serial No.: 12345678
- Aircraft Manufacturer / Aircraft Brand: WILD SKY
- Aircraft Model: GOAT
- Aircraft Category: Fixed Wing
- Type Of Operation: Flight School
- Aircraft Total Time: 1231

AE\_6IS\_0581

Fig. 3  
 Aircraft information entry example

NOTE: All fields with an asterisk (\*) are mandatory.

NOTE: If your aircraft type is not in the list, contact the ROTAX® Authorized Distributor of your area.

See Fig. 4.

| Step | Procedure                 |
|------|---------------------------|
| 5    | Enter flight information. |

The screenshot shows a form titled "Flight Details" with the following fields and values:

- Flight Phase: Take-off
- Operator: John Smith
- Last Departure Point: KABC
- Planned Destination: KABC

AE\_6IS\_0582

Fig. 4  
 Flight information entry example

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See Fig. 5.

| Step | Procedure                 |
|------|---------------------------|
| 6    | Enter engine information. |

AE\_6IS\_0583

Fig. 5  
 Engine information entry example

NOTE: Do not use any prefixes, suffixes, commas, dots, backslashes, etc.

See Fig. 6.

| Step | Procedure                    |
|------|------------------------------|
| 7    | Enter propeller information. |

AE\_6IS\_0584

Fig. 6  
 Propeller information entry example

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See Fig. 7.

| Step | Procedure                                   |
|------|---|
| 8    | Enter governor information (if applicable). |

Governor Information

Governor Manufacturer: Jihstroj

Governor Model Designation: P-A10-X/Y

Governor Serial Number: 123456

AE\_6iS\_0585

Fig. 7  
 Governor information entry example

See Fig. 8.

| Step | Procedure                 |
|------|---------------------------|
| 9    | Enter fluids information. |

Fluids

Fuel Type: MOGAS RON 98

Oil Type: XPS Full Synthetic Aviation Engine Oil

Coolant Type: PRESTONE® - 50/50 pre-diluted DEX-COOL extended life

AE\_6iS\_0586

Fig. 8  
 Fluids information entry example

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See Fig. 9.

| Step | Procedure   |
|------|---|
| 10   | Click on the "I'm not a robot" check box (anti-spam measure), then click on "SUBMIT". |

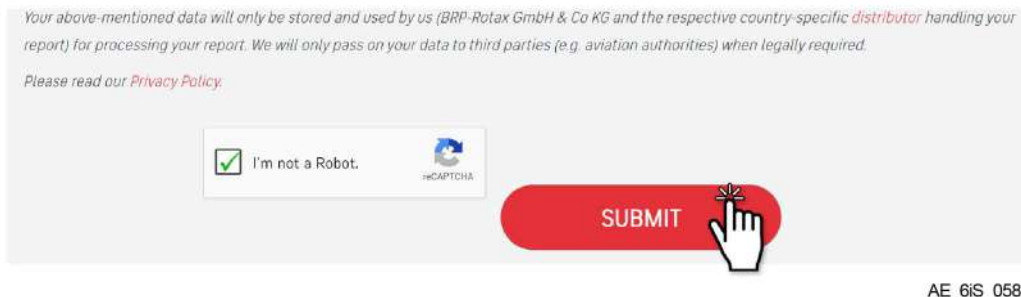


Fig. 9  
 Check box and Submit example

**NOTE:** By selecting "SUBMIT" your above-mentioned data will only be stored and used by BRP-Rotax GmbH & Co KG and the respective country-specific distributor for processing your report. We will only pass on your data to third parties (e.g. aviation authorities) when legally required. See the flyrotax Website for our Privacy Policy.

See Fig. 10 and Fig 11.

| Step | Procedure   |
|------|---|
| 11   | If the engine serial number entered is not valid, an error note will appear in red. If you receive this error, verify that the Serial Number S/N entered matches the engine type plate. |



Fig. 10  
 Error message example



Fig. 11  
 Engine type plate (Typical)

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See Fig. 12.

| Step | Procedure  |
|------|--|
| 12   | Upon successful information entry, you will receive a "SUCCESSFULLY SUBMITTED" note. |

## CUSTOMER SERVICE INFORMATION REPORT

Successfully Submitted!

AE\_6iS\_0590

Fig. 12  
 Successful submission example

See Fig. 13.

| Step | Procedure  |
|------|--|
| 13   | A final confirmation e-mail will be sent to your e-mail address. |

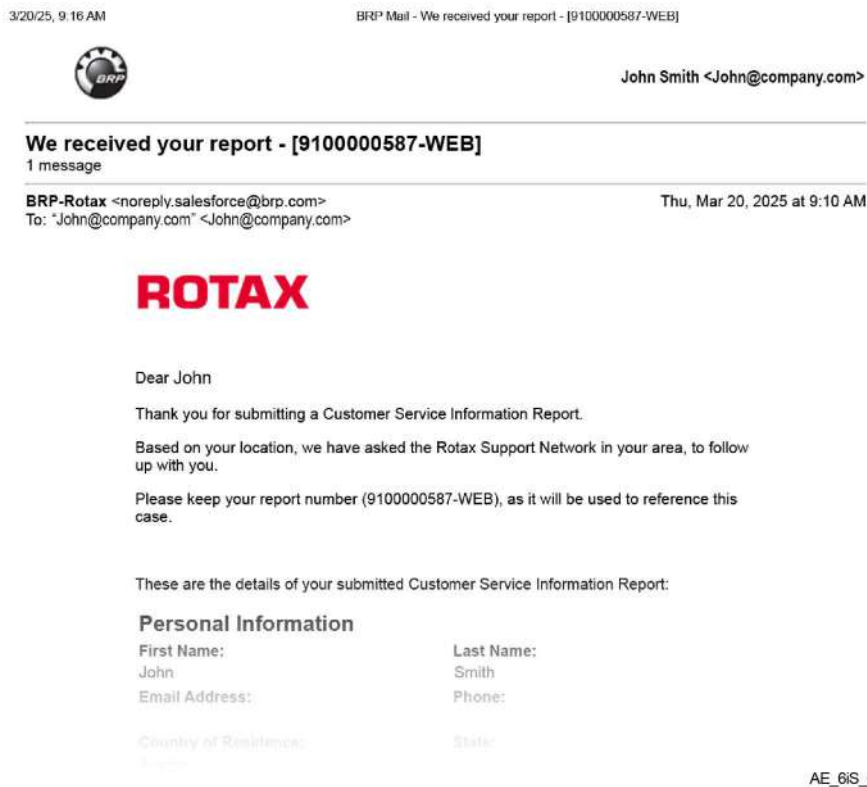


Fig. 13  
 Confirmation email example

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### NOTICE

The CSIR form is also available as a PDF download from flyrotax.com:

<https://rotax.my.salesforce-sites.com/DocumentsSearch/sfc/servlet.shepherd/version/download/0681H00000FRKpZQAX?asPdf=false>

The CSIR form is included in Chapter 9 of every engine's Operator's Manual, and is included in section 4) Appendix.

NOTE: PDF is only recommended if customer does have no proper internet access.

### 3.2) Summary

The objective of the Customer Service Information Report (CSIR) is to provide an efficient method for Rotax Aircraft Engine Operators, Maintenance Technicians, OEMs, and Authorities to report any condition which may adversely affect safe operation of the engine to BRP-Rotax GmbH & Co KG.

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A revision bar outside of the page margin indicates a change to text or graphic.

Translation into other languages might be performed in the course of language localization but does not lie within ROTAX® scope of responsibility.

In any case the original text in English language and the metric units are authoritative.

### 3.3) Inquiries

Inquiries regarding this Service Letter should be sent to the ROTAX® Authorized Distributor of your area.

A list of all ROTAX® Authorized Distributors or their independent Service Centers is provided on <https://dealerlocator.flyrotax.com>.

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## 4) APPENDIX

**ROTAX.**

### CUSTOMER SERVICE INFORMATION REPORT

**WHEN / WHERE / WHAT**

Accident / Incident Date \_\_\_\_\_ State / Country \_\_\_\_\_

Location of Occurrence \_\_\_\_\_

Headline \_\_\_\_\_

Narrative

**AIRCRAFT IDENTIFICATION**

Aircraft registration \_\_\_\_\_ Aircraft category \_\_\_\_\_

Manufacturer \_\_\_\_\_ Model / Series \_\_\_\_\_

Serial Number \_\_\_\_\_ Aircraft total time \_\_\_\_\_

**FLIGHT DETAILS**

Flight phase \_\_\_\_\_ Operator \_\_\_\_\_

Last departure point \_\_\_\_\_ Planned destination \_\_\_\_\_

**ENGINE INFORMATION**

Type \_\_\_\_\_ Serial Number \_\_\_\_\_

Time since new [h] \_\_\_\_\_ Time since overhaul [h] \_\_\_\_\_

Date overhaul \_\_\_\_\_ Date inspection / maintenance \_\_\_\_\_

**PROPELLER INFORMATION**

Manufacturer \_\_\_\_\_ Model / Series \_\_\_\_\_

Serial Number \_\_\_\_\_ Propeller position \_\_\_\_\_

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Fig. 14  
CSIR form

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