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FREEFLYSYSTEMS.COM

Date Released: 27-May-2016
Subject: Motor Mount Failure
Effectivity: ALTAs purchased after 18-March-2016
Require Action: Discontinue flight operations
Time of Compliance: Immediately

INTRODUCTION

This Service Bulletin (SB) is being issued to alert ALTA owners who purchased their unit after 18-March-2016 date to discontinue flight operations immediately .

BACKGROUND

Recently, Freefly has investigated 2 in field-failures of ALTA 8 motor mounts and determined that there may have been a batch of motor mounts which were outside of design specification. These motor mounts are believed to be susceptible to material fatigue due to incorrect machined geometry, which ultimately led to catastrophic failure of the motor mounts during operation.

There have been no ALTA 6 in-field failures related this issue, though it is possible that ALTA 6 machines shipped after 18-March-2016 were built with motor mounts that are outside of spec.

Freefly is working with our machined parts supplier to attempt to narrow the timeline and better define the units that may have been built with these motor mounts.

At this point we believe this issue may necessitate all ALTA 8 user to return their unit to Freefly for inspection, repair, and / or replacement of parts in question.

RECOMMENDATIONS

Freefly recommends all ALTA operators who purchased their ALTA after 18-March-2016 to immediately discontinue flight operations until a modification that resolves the issue is implemented. We will continue to investigate the issue over the weekend and provide an update on Tues prior to close of business

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Hours of Operation: M-F 8am-6pm PST