



National Transportation Safety Board

Washington, DC 20594

Safety Recommendation

Date: April 12, 2016

In reply refer to: A-16-3 through -7

Mr. Fred Cromer
President, Commercial Aircraft
Bombardier, Inc.
Montréal, Québec H3B 1Y8
Canada

On March 11, 2016, the National Transportation Safety Board (NTSB) adopted our safety recommendation report concerning a June 5, 2015, incident in which United Express flight 4776, a Bombardier DHC-8-202 airplane, experienced an in-flight fire at the right windshield terminal block while on approach to Bradley International Airport, Windsor Locks, Connecticut. Additional information about this incident, NTSB case number ENG15IA024, and the findings that led to our recommendations may be found, respectively, in the report of the investigation and the safety recommendation report, both of which can be accessed at our [Aviation Information Resources](#) web page.

As a result of this investigation, we issued the following five new recommendations to Bombardier, Inc.:

A-16-3

Redesign the windshield heat power connection for all Bombardier DHC-8 airplanes to provide a mechanically secure, low-resistance electrical connection.

A-16-4

Add an emergency procedure checklist and revise training materials for all Bombardier DHC-8 airplanes that specifically instruct flight crews, as a memory item, to immediately turn off windshield heat in the event of windshield arcing, smoke, fire, or overheating.

A-16-5

Revise the Bombardier DHC-8 windshield maintenance task cards to incorporate more specific inspection tasks that focus on the degradation of windshield components known to occur over time.

A-16-6

Revise the Bombardier DHC-8 windshield inspection intervals to provide more frequent inspections in accordance with the windshield manufacturer's recommendations.

A-16-7

Revise the Bombardier DHC-8 Aircraft Maintenance Manual to include detailed permissible damage limits of windshields and windshield components in accordance with the PPG Aerospace Transparencies Abbreviated Component Maintenance Manual.

Chairman Hart, Vice Chairman DINH-ZARR, and Members SUMWALT and WEENER concurred in these recommendations.

The NTSB is vitally interested in these recommendations because they are designed to prevent accidents and save lives. We would appreciate receiving a response from you within 90 days, as required by 49 *United States Code* section 1135, detailing the actions you have taken or intend to take to implement them. When replying, please refer to the safety recommendations by number and submit your response electronically to correspondence@ntsb.gov.

[Original Signed]

By: Christopher A. Hart,
Chairman