

# Service News





## SERVICE NEWS

A SERVICE PUBLICATION OF LOCKHEED MARTIN  
AIR MOBILITY SUPPORT

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### CONTENTS

*Click an Entry to Go Directly to the Article*

[Service News is Back!](#) 2

[Technical Support Center Overview](#) 3

[Lockheed Martin Regional Managers](#) 4

[Hercules Certified Parts Program](#) 5

[C-130 180 Inch Stretch Modification](#) 6

[CNS/ATM Update](#) 7

[Service Bulletin Up-](#) 8

[Product Improvements](#) 9

[Aircraft Paint Operations and Protecting the Environment](#) 10

[Using Information Technology to Enhance Customer Support](#) 11

[Open Invitation - HOC 2003](#) 13

[Operator's Corner](#) 15

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## C-130 Service News is Back!

After a three year hiatus, the *Service News* publication is back! Air Mobility Support (AMS), Lockheed Martin's modification, support and sustainment center of excellence, is pleased to re-launch this popular publication.

There are several changes you may notice, the most obvious of which is it is now an electronic-only publication. The changes are intended to enhance the publication as it keeps pace with an ever changing environment.

Other things about *Service News* have not changed. The intent of the publication is now, as it has been, to provide the operator with first-rate information about the C-130. The Technical Sup-

port Center in Marietta is highlighted in this issue to make all owners, operators, and maintainers aware of the services available to them in the



Jim Brandt, GM Air Mobility Support

area of technical support. This issue also features the Certified Parts Program, Lockheed Martin's comprehensive program designed to assure Original Equipment Manufacturer quality certification

of C-130 parts. We are also highlighting an avionics equipment review, several technical articles, and reviews of recent Service Bulletins.

As before, your comments are always welcome. In fact, your comments and requests are a necessary component of the success of the publication. The best way for us to know what is important to you and what topics you would like to see addressed is for you to contact the editor with that information. Please feel free to contact: Fritz Weise at [fritz.a.weise@lmco.com](mailto:fritz.a.weise@lmco.com).

AMS is pleased to bring *Service News* back. Please visit our web site at <https://www.lmsupport.com> to view all the latest news, products and services. We look forward to hearing from you.

*It's good to be back!*



# TECHNICAL SUPPORT CENTER: *READY TO HELP*

By Charles Wright

Lockheed Martin Aeronautics Customer Support

**T**echnical support is an integral component in the success of any weapons system; this is particularly true of a complex system such as an aircraft. The Lockheed Martin Aeronautics Technical Support Center (TSC) has a long tradition of direct customer support. Hundreds of requests for technical and engineering assistance from around the globe flow through the TSC each month.

The TSC is the single point of contact for all of the operator's technical support needs. TSC supports the C-130, C-5, C-141, P-3, L-188, and S-3 aircraft. The TSC staff consists of highly skilled Systems Engineers, most of whom have extensive field experience with their aircraft. These Systems Engineers have at their disposal a complete technical library for all supported aircraft as well as comprehensive online and electronic services. In addition, the TSC has direct access and can draw upon the expertise of the several hundred engineers and customer support personnel of Lockheed Martin Aeronautics Company. In short, the full range of resources of Lockheed Martin Aeronautics Company, the original equipment manufacturer (OEM), stands ready to assist you with technical support.

When the TSC receives a technical inquiry, the depth of experience of the personnel often allows the inquiry to be answered immediately. When more research is required for a response, the goal is to issue a final response within five business days. Any aircraft-on-ground (AOG) situations are always worked immediately and receive the highest priority until completion. The TSC supports a 24/7 on-call hotline for customers requiring urgent or emergency assistance with their C-130 aircraft.

The TSC is available to all owners, operators, and maintainers of Lockheed Martin aircraft and can be contacted

via World Wide Web, e-mail, facsimile, or telephone. Typically we ask that requests by telephone be followed up by a written request either by e-mail or facsimile.

The contact chart below provides all the URLs, telephone numbers, facsimile numbers, and e-mail addresses to direct your requests for assistance.

The TSC is continually striving to improve the support provided. A key element of the TSC's mission is the ability to quickly research and find a solution to a customer need. This research is greatly facilitated by the new Knowledge Management System. This system provides secure, global access to Field Service Representatives and remote TSC personnel. It provides a comprehensive digital library of key aircraft technical publications and related documents, previously developed solutions, and other historical reference material.

Another key feature of the new Knowledge Management System is the Inquiry Tracking capability. This capability ensures all inquiries are electronically tracked, recorded, routed and managed to ensure quick, complete, and correct responses are provided to customer inquiries. Response delivery is enabled through secure internet communications, and system users can be electronically notified of response receipt by email messages. This ensures the delays associated with normal postal services, time zone differences, and missed telephone calls are eliminated. Each customer is encouraged to become a registered user of the site in order to take full advantage of the services offered. (See related Information Technology article on page 11.)

The TSC is ready to support you with the full capabilities and resources of the OEM readily available to meet your needs and requirements.

<b>World Wide Web URL</b>	<a href="https://www.lmsupport.com">https://www.lmsupport.com</a>
<b>24/7 Telephone</b>	<b>800-952-6569 / 770-494-9131</b>
<b>Facsimile</b>	<b>770-494-9122 / 770-494-9123</b>
<b>C - 130 Hercules E-mail</b>	<a href="mailto:hercules.support@lmco.com">hercules.support@lmco.com</a>
<b>C - 5 Galaxy E-mail</b>	<a href="mailto:galaxy.support@lmco.com">galaxy.support@lmco.com</a>
<b>C - 141 Starlifter E-mail</b>	<a href="mailto:starlifter.support@lmco.com">starlifter.support@lmco.com</a>
<b>P- 3 Orion E-mail</b>	<a href="mailto:orion.support@lmco.com">orion.support@lmco.com</a>
<b>L - 188 Electra E-mail</b>	<a href="mailto:electra.support@lmco.com">electra.support@lmco.com</a>
<b>S - 3 Viking E-mail</b>	<a href="mailto:viking.support@lmco.com">viking.support@lmco.com</a>

# REGIONAL MANAGERS PROVIDE WORLDWIDE LOGISTICS SUPPORT FOR LOCKHEED MARTIN AERONAUTICS PRODUCTS

by Frank Todd

Lockheed Martin has established a worldwide network of logistics support experts for LM aircraft, to include the Hercules. These experts can help you optimize the sustainment and modernization of your fleet while maintaining focus on operations.

The Primary Missions of the Regional Managers are to *(1) Work with our customers to define effective and integrated life-cycle solutions. (2) Serve as a primary point of contact on logistics support issues for LM Aero aircraft.*

## Africa-Europe-Middle East Region

African Continent, Portugal, Spain, Kuwait, Oman,  
Saudi Arabia, Yemen  
Bill Deaton – Marietta, Georgia 770 494 9165

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Bob Ekstrom  
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charles.e.savage@lmco.com

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## EPAF Region

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Norway, Sweden, Portugal  
Mike Ogg 32 2 675 3380  
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## Western Europe Region

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Poland, United Kingdom  
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david.a.duck.jr@lmco.com

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don.greene@lmco.com

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## Northern Pacific/PACAF Region

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richard.m.may@lmco.com

## Southern Pacific Region

Australia, Indonesia, Malaysia, New Zealand,  
Singapore, Thailand  
Mike Hills 61 2 4578 0188  
michael.k.hills@lmco.com

## Middle East Region

Turkey, Bahrain, Egypt, Jordan, Oman,  
Pakistan, United Arab Emirates  
Allan Radcliffe 90 312 441 5647  
allan.f.radcliffe@lmco.com



Note: These Services are provided at no cost to the Owner/Operator

# AIR MOBILITY SUPPORT LAUNCHES C-130 CERTIFIED PARTS PROGRAM

By Cole Blumer

Lockheed Martin's Air Mobility Support (AMS) has implemented a Certified Parts Program for the C-130 Hercules aircraft. Under the program, selected parts manufacturers that have been certified to the Corporation's high-quality standards will be authorized to apply a unique and distinctive hologram to each structural part they make.

"Lockheed Martin is committed to ensuring the highest customer satisfaction regarding the aircraft it builds," said David J. Posek, President of Aircraft & Logistics Centers, an AMS partner company. "That means we intend to be proactive to ensure the parts purchased by our customers for use on their C-130 aircraft are manufactured in accordance with the latest specifications and the highest quality standards."



"The use of the hologram sticker became necessary with the proliferation in the market of C-130 parts with the unauthorized use of Lockheed Martin data and part numbers," Posek said. "Recently, a number of customers have informed us that they unknowingly purchased unacceptable parts from unauthorized sources."

Initially, the program will focus on the certification of structural parts and then phase in avionics, expendable, and rotatable parts that utilize Lockheed Martin part numbers. The company is working closely with licensed manufacturers to ensure the use of the latest technical drawings and highest quality standards in manufacturing replacement parts.

This initiative is an important part of Lockheed Martin's Air Mobility Support objective of providing responsive, competitively-priced support services for operators of the C-130 and other Lockheed Martin platforms.

A key aspect of the Lockheed Martin AMS Support Team for the C-130 Hercules is the commitment to provide operators with quality structural parts in a timely manner. The Hercules Certified Parts Program is being led by Cole Blumer, and the following interview with Cole provides some significant aspects of the initiative.

***Cole, please explain the Lockheed Martin AMS team's initiative to improve availability of quality structural parts for operators of the C-130 Hercules.***

"The program that rolled out in April 2003 authorizes selected manufacturers, who have been certified to Lockheed Martin's high quality standards, to apply a unique and distinctive hologram to each part they make. The program is designed to ensure that there are no uncertified Lockheed Martin C-130 parts being sold in the marketplace. As aircraft such as the C-130 continue in operational service, often decades after they were manufactured, the availability of quality replacement parts for structural components is becoming more of an issue.

Unauthorized manufacturers who might consider making parts without first seeking approval from Lockheed Martin most likely do not have access to the latest technical data or process specifications for making the parts. An additional concern is when these manufacturers apply Lockheed Martin part numbers to these unauthorized parts, it creates a false sense of assurance within the owner/operator community that the parts are made under the auspices of Lockheed Martin. We believe, that as the original equipment manufacturer of the Hercules, we have an obligation to set the record straight.

A review of manufacturers approved by Lockheed Martin to make C-130B-H structural parts and components was completed in March. A contact plan to notify all stakeholders, including manufacturers, brokers, service centers, and owner/operators, is well underway."

***What will be required of a manufacturer in order to become licensed?***

"First, they must be certified to Lockheed Martin quality and business standards. After they pass this inspection and certification process, they will be given access to the latest Lockheed Martin Hercules data packages. Lockheed Martin will also provide engineering liaison support as needed."

***Can there be an unlimited number of licensed manufacturers?***

"No. There will be a controlled number of licensed manu-

*(Continued on page 15)*

# C-130 180 INCH FUSELAGE STRETCH

By Ace Clemmer, AMS Program Manager

The 180-inch Fuselage Stretch kit incorporates the same fuselage stretch configuration as currently used on production CC-130J aircraft. The modification consists of the incorporation of a 100-inch plug at fuselage station 245, an 80-inch plug at fuselage station 737, and an enhanced Brooks and Perkins cargo handling system.

***Incorporation of this modification, converting a C-130 into a CC-130, has significant benefits:***

- Troop seating capacity is increased by 21 seats
- The cargo floor space is increased by 150 square feet
- Cargo volume is expanded by 1375 cubic feet.

Forward fuselage 100 inch plug in place ready for fuselage re-mate. Notice the additional tooling required in light blue.

The aircraft is jacked and stabilized using fuselage body cradles and wing jacks. In addition to the cradles, plug dollies, forward fuselage dolly and aft fuselage dolly are also needed. The aircraft electrical and mechanical systems are separated at fuselage stations 245 and 737.



These two fuselage stations are natural production breaks making aircraft dismantling relatively simple. After the fuselage is separated, the plugs are inserted and the fuselage is secured back together. The mechanical and electrical systems are reconnected and the enhanced Brooks and Perkins cargo handling system is installed.

Aft fuselage 80 inch plug in place ready for re-mate. The required special tooling is visible in the light blue color.



This modification has successfully been performed on four different versions of the C-130, and the retrofit kit is applicable to all C-130 aircraft with adjustments in the wire harnesses to account for the uniqueness in electrical and avionics systems.

# COMMUNICATION, NAVIGATION, AND SURVEILLANCE / AIR TRAFFIC MANAGEMENT UPDATE

By Bo Gerbig

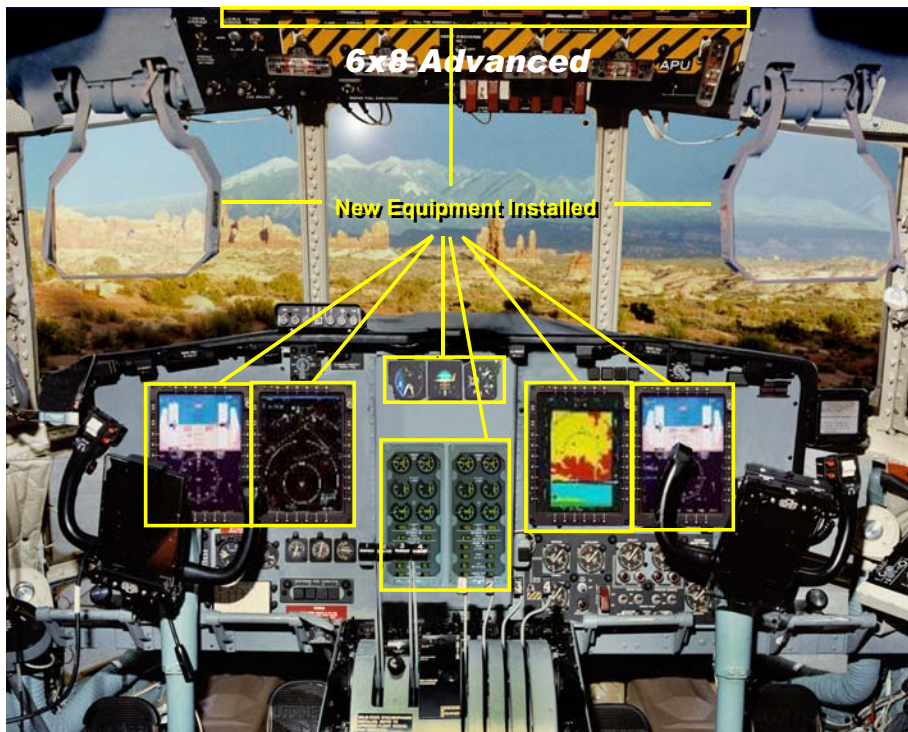
In spite of recent world events, including the slowdown of commercial air traffic, the overall plan to upgrade the world-wide air traffic management system (CNS/ATM) is going ahead full steam. These improvements are necessary to increase air safety, prevent security incidents, and increase the efficiency of the aerospace transportation system. While this article is not meant to serve as a primer on CNS/ATM, it may serve as a tool to help you think about upcoming changes to the CNS/ATM environment that have “near and mid term” impact on your fleet of C-130 aircraft.

Various timelines have been established to remain compliant with the new CNS/ATM services. This covers the En-Route and Terminal flight domain services coming on line in the US and Europe, as well as the transoceanic regions of the Atlantic and the Pacific. However, the way forward appears a bit unclear with some of the new system initiatives having specific mandates while others have no fixed mandates, or have relaxed their compliance dates, or have allowed users to operate under waivers.

Some of you may have already addressed CNS/ATM issues in your avionics improvement programs or are planning on incorporating them in the future, while others are just getting started.

For example, the communication area of CNS/ATM includes the following changes:

- **The migration from 25 kHz VHF channel spacing to 8.33 kHz to free up more communications frequencies for air traffic control. This was mandated in seven of the member states in 1999 and is applicable in all states in 2005.**
- **Data Link communications are viewed as key ingredients of the CNS/ATM network. This frees up voice channels and reduces errors in communications. It includes the Controller Pilot Data Link Capability (CPDL) using HF Data Link and SATCOM. The CPDL services are phased in over the transoceanic routes in 2003. The VHF Data Link (VDL) capabilities were brought online in the CONUS in 2002.**



required navigation performance (RNP). It defines the ability of an aircraft's navigation equipment to achieve a specified level of accuracy for 95 percent of the time. This is a major step toward free flight, allowing more direct routing as well as tighter spacing of aircraft for more efficient use of airspace.

- **The Pacific regions have RNP-10 requirements now. RNP-10 must keep the aircraft within  $\pm 10$  nm of its required track.**
- **RNP-5 has been mandated in Europe since 1998, and the trend is to go RNP-1 in 2005**

Another critical element of CNS/ATM is a robust surveillance system. This supports automatic traffic deconfliction without ATC intervention. It also provides increased situational awareness to flight crews by displaying other aircraft location and heading and also the intent of prospective traffic. The most prominent requirements are for TCAS, TAWS, and ADS.

- **The Traffic Alert and Collision Avoidance System (TCAS) provides pilots information on the position of nearby aircraft as an aid to “see-and-avoid” TCAS II (v7.0), which has increased range and with reduced nuisance alerts, became a requirement in Europe in 2000.**

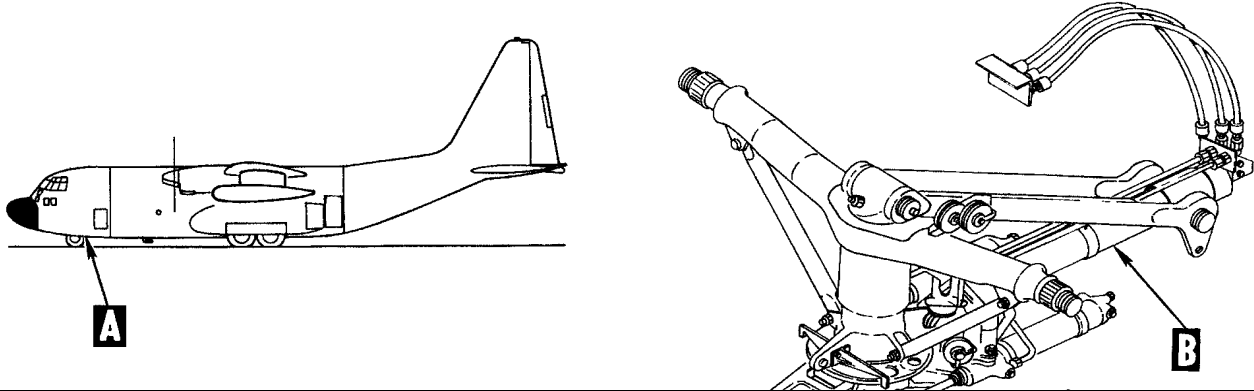
*(Continued on page 15)*

In the navigation area, the mandates are to guarantee the

# SERVICE BULLETIN UPDATES

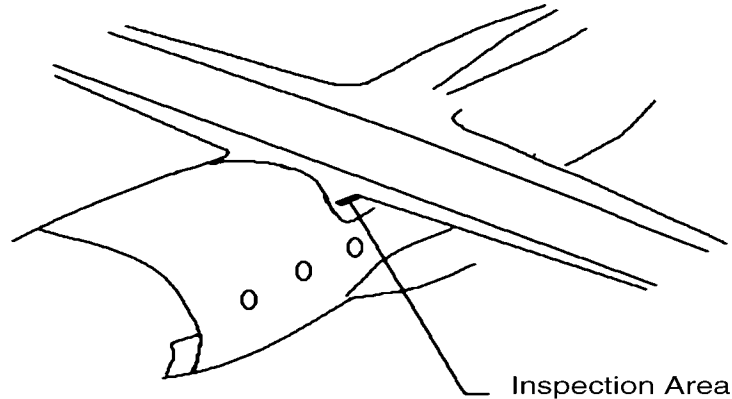
## SB82-574- LANDING GEAR - INSPECTION OF NLG DRAG STRUT ACTUATOR PISTON INTERNAL THREADS FOR CORROSION

SB 82-574 has been issued to prevent the possibility of the NLG drag strut actuator rod end from pulling out of the actuator during towing and resulting in collapse of the NLG. Corrosion of internal threads in the actuator has resulted in recent incidents of collapse of NLG during towing due to pull-out of the NLG actuator rod end.



## SB82-752- Fuselage- INSPECTION OF WING TO FUSELAGE ATTACH ANGLE FITTING

SB 82-752 is to be performed on aircraft with the following attach angle straps installed, 3305081-1/-2, 3305082-1/-2, 3313369-1/-2, 3313369-3/-4, and 3313369-5/-6. Lockheed Martin Aeronautics Company recommends that the inspection/modification be accomplished on all affected aircraft to detect forward to aft cracking which originates in the radius of the wing-to-fuselage attach angle (drag angle).

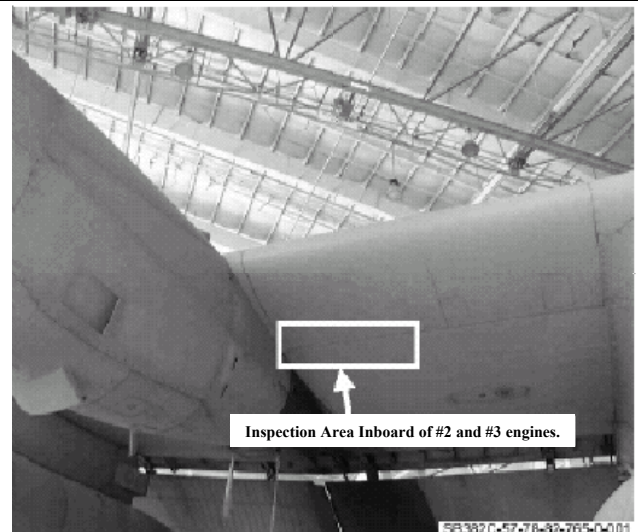


### New C-130 Service Bulletin

## WINGS – INSPECTION OF CENTER WING LOWER FORWARD SPAR CAP AT CWS 168 TO CWS 177

Lockheed Martin Aeronautics has just released the dual use Hercules Service Bulletin 382-57-78 / 82-765. This Service Bulletin addresses inspections for fatigue cracks in the center wing lower forward spar cap between CWS 168 to CWS 177.

This Service Bulletin has been distributed through normal postal channels; however, it is available now in our online document repository. If you do not have access to this online repository, go to <https://www.lmsupport.com> to get the access request form.





# PRODUCT IMPROVEMENTS

## Elastomeric Hoses to Teflon Hoses

Lockheed Martin Aeronautics currently uses Elastomeric Hoses in the nacelle, which require periodic inspections and have a limited life. We have been working closely with our vendors to utilize existing Teflon hoses that meet or exceed the current hose requirements. To date, Lockheed Martin Aeronautics Engineering has evaluated 11 hoses for approval (listed below) and is in the process of developing new drawings for these hoses.

### Oil System

755204-2, 755208-1, 755210-3, 755211-2, 755235-3, 755238-1

### Fuel

755125-1, 755227-1

### Hydraulic

755224-3, 755232-1, 755239-1

A Service Bulletin will be issued to address this substitution for all customers and the baseline SMP 515-C Inspection Program will be revised to incorporate this improvement. Customer peculiar programs can acquire this change by updating their Inspection Program. In addition, Engineering is working to identify additional candidates for this improvement. As additional candidates are approved, the Service Bulletin will be revised.

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## Radome Repairs

Lockheed Martin Aeronautics Engineering has developed new radome repairs which are permanent and applicable over the entire radome surface including radar window area or solid laminate edge. Multiple repairs are acceptable provided radial spacing along the radome surface is no closer than 15 inches; this includes all repairs, both existing and new. Any damage occurring to Lightning Diverter Strips will require removal and replacement of strips prior to resuming normal flight operations (see additional information).

The following five damage conditions can be repaired and have definitive procedures associated with their repair.<sup>1</sup>

1. Surface scratch up to 12 inches long, outer surface ply only.
2. Damage to face-sheet plies only, up to 2 ½ inches diameter or length.
3. Damage to face-sheets and extends into core material, up to 2 ½ inches diameter or length.
4. Damage all the way through both face-sheets and core, up to 2 ½ inches diameter or length.
5. Damage to solid laminate edge up to full penetration. Maximum 2 ½ inches diameter or length.



## Overview of Removal and Replacement Procedures for Lightning Diverter Strips

The continuity and spacing of the individual metallic buttons making up a diverter strip are critical to the protection offered by the radome lightning protection system. Any damaged diverter strip will require removal and replacement of the entire strip according to these procedures prior to any flight having even the remotest possibility of encountering lightning.

The procedures offered are permanent. Any and all individual diverter strips may be replaced any number of times in the life of the radome. For damage occurring to structural radome materials (skins, honeycomb core, or solid laminate) under or around the lightning diverter strips, refer to the standard repair procedures for the C-130 nose radome.

Contact Lockheed Martin Aeronautics Engineering for disposition if there is no existing approved repair procedure for the damaged areas or for further details and guidance.

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## Radome Lightning Diverter Retrofit

If your aircraft is not fitted with Lightning Diverter strips, a retrofit kit is available. Essentially, the retrofit kit includes a series of 11 diverter strips attached to the nose radome exterior in a circular pattern, with 2 strips crossing the center, for a total of 13 strips. In the event of a lightning strike, current is passed through these diverter strips and collected along the base (rim) of the radome. This current is then diverted harmlessly into the airframe via jumper cables and through contact conduction.

*Notes: This data may be found in the latest revision of SMP 583.*

# AIRCRAFT PAINT OPERATIONS AND PROTECTING THE ENVIRONMENT

By Todd Kisling

Painting, or repainting, aircraft is a critical component of an effective maintenance program. It's also a reflection of pride and service. In order to produce a high quality paint job, there are numerous air, water and waste requirements that must be satisfied to ensure protection of the environment.

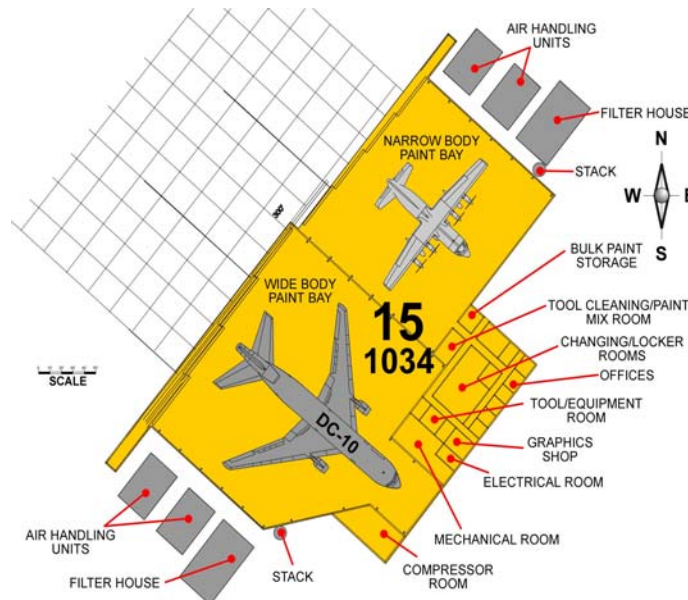
Control of air emissions generally imposes the greatest requirements. In addition to what are termed criteria pollutants generally associated with combustion by products and particulate matter, paints and primers frequently contain volatile organic compounds (VOCs) and Hazardous Air Pollutants (HAPs). Elevated levels of VOC's and HAPs can adversely react in the environment and create health hazards for people. Air emission permits are required to control the amount of criteria, VOC and HAP emissions associated with painting and de-painting operations.

The type of air permit required is based on a facility's potential to emit PTE or the total amount of pollutants that would be emitted if a facility were to operate at full capacity 24 hours/day 365 days per year. Facilities that have the PTE criteria pollutants in excess of 100 tons per year (tpy), total HAPs in excess of 25 tpy or an individual HAP in excess of 10 tpy are required to get a Title V permit. Since a large facility and high application rate capabilities are needed to paint a C-130, Title V permits are generally re-



quired. Title V permits impose the most stringent requirements but also provide the most environmental protection. The additional permit requirements include compliance with National Emission Standards for Hazardous Air Pollutants (NESHAPs), Maximum Available Control Technol-

ogy (MACT) and extensive administrative controls such as record keeping, inspections and reporting. Compliance with NESHAP and MACT requirements may require installation of extensive emission control capabilities that can easily double the construction cost of a paint facility.



Wastewater associated with depainting and painting operations require treatment prior to discharge. Either a direct discharge or pretreatment permit will be required depending on whether the facility will discharge treated wastewater to a receiving water body or to a publicly owned treatment works (POTW) who in turn will provide additional treatment prior to direct discharge. A wastewater treatment facility must be constructed and operated, and frequently produces a sludge that is considered a hazardous waste that must be sent to a permitted disposal facility.

During inspection and paint preparation, minor maintenance and repairs are frequently needed. Metal parts may need to be stripped, cleaned, chemically treated, and primed. Some paint strippers and cleaners contain high concentrations of solvent to aid stripping and cleaning capabilities. Some primers and paints contain or use solvents as a thinner during application, or contain metals such as chromium to help prevent corrosion. Residual chemicals, containers and wipes must be managed to ensure proper disposal. Much of the waste generated is classified as hazardous and must be managed consistent with strict regulatory requirements.

Stormwater associated with industrial operations (i.e. chemical storage areas) must also be collected, treated and disposed. It is possible to isolate stormwater from industrial operations but it generally requires construction of shelters or buildings.

Overall, the ability to produce a high quality paint job for a C-130 imposes extensive regulatory requirements to ensure compliant operations and protection of the environment. Lockheed Martin has developed and maintains capabilities to ensure C-130 customers consistently receive excellent service in a manner that also protects the environment.

# USING INFORMATION TECHNOLOGY TO ENHANCE CUSTOMER SUPPORT

By AMS Information Technology IPT

Leveraging the benefits of information technology is one of the keys to delivering improved customer support services. We are using these technologies both internally and externally to reduce cycle time, increase our responsiveness, provide collaboration with our diverse and geographically distributed customer and supplier base, as well as streamline and automate our service delivery processes.

Some of the information technology initiatives we have underway are visible only within Lockheed Martin; however, many are extended beyond the bounds of the Lockheed Martin Corporation. We realize there is great benefit in applying information technology to automate business processes; however, in the aviation support and sustainment world, business processes are not bounded by organization, time of day, or geographical location. These business processes span Lockheed Martin and extend into our customers, suppliers, partners, and others across the globe. To automate our processes means we need to have information technologies that we can extend as well.

The Internet and global communications capabilities existing today provide us with the connectivity and transparency we need to extend our automation beyond our Corporate bounds. Internet accessible, browser-based tools also mean free Internet browser software is all that is required to use these capabilities.

Two new technologies now available to you are our Internet accessible *eCatalog* for ordering and tracking aircraft spares and the Internet accessible *Enterprise Data Collaboration System (EDCS)*, which provides secure collaboration tools and a robust repository of selected technical documentation and other data sources.

The Lockheed Martin *eCatalog* is an Internet accessible online catalog for ordering aircraft spares and other related equipment. The *eCatalog* provides real time information on availability, price, and lead-time for our catalog of items. This tool is tightly integrated with our back office business systems to ensure it is accurate and complete as well as providing real time processing of orders and Request For Quotes. Additionally, we are extending this tool beyond our Corporation, integrating directly with customer procurement systems and supplier inventory systems.

The screenshot displays the 'LM Online Catalog' interface. At the top right, there are links for 'change password', 'help', and 'log off'. The main content area is titled 'Order Confirmation' and includes the text: 'Thank you. Your order was received and is being processed'. Below this, the order number '5000342' is displayed. The order details include: PO Number: [redacted], Deliver to: [redacted], and Delivery Type: Standard. A table lists the items ordered:

Item	Product	Qty	Unit	Product Description	Qty Avail	Lead Time (days)	Extended Price	
10	4140009581252	1	EA	FAN,VANEAXIAL	1000	101	65.00 USD	
	Requested Delivery Date:	TH 09/05/2002 12:00 EST		Unit Price			65.00 USD/ 1EA	
	Deliver to:	Warner Rob...10 Delk Ro...Marrietta						
	Shipping Instructions:							
20	4140009581252	1	EA	FAN,VANEAXIAL	1000	101	65.00 USD	
	Requested Delivery Date:	TH 09/05/2002 12:00 EST		Unit Price			65.00 USD/ 1EA	
	Deliver to:	Warner Rob...10 Delk						

At the bottom of the page, there are 'Print' and 'Close' buttons. The footer includes 'lockheedmartin.com' and '© 2002 Lockheed Martin Corporation'.

*Enterprise Data Collaboration System (EDCS)* is based on the robust knowledge management application, LiveLink from Opentext<sup>®</sup> Corporation. LiveLink provides the Air Mobility Support community with a comprehensive information repository, our *Document Library*, and secure, electronic collaboration environment. We are populating our *Document Library* with a number of key information sources such as C-130 Services Bulletins, the historical Hercules Services News archives, and other documents.

(Continued on page 12)

**EDCS** provides robust search abilities so you will be able to find what you need even when the Library gets quite expansive. We are using these capabilities in our Technical Support Center to facilitate technical research. The breadth and depth of material applicable to any aircraft are significant and having powerful tools like these help reduce aircraft maintenance or other out-of-service time.

**EDCS** also provides a secure means of communication between Lockheed Martin and outside organizations such as our customers and suppliers. We are using this environment for technical data delivery, processing of technical service inquiries and requests, as well as for real-time collaboration in on-contract program efforts.

Both of these tools are available through our customer support Internet Portal, <https://www.lmsupport.com>. In addition to these two technologies, our Internet Portal provides news, information, other interactive tools, and access to other Internet locations. Lockheed Martin AMS is also working behind the scenes, leveraging information technology to enhance our internal collaboration, knowledge management, data access capabilities, as well as updating our design engineering and material forecasting tool suites.

**All of these efforts translate into improvements in our ability to provide responsive, cost effective customer services . . . always with OEM quality.**

**Search Result** POWERED BY Livelink  
Mon, 28 Apr 2003

Airlift Personal Enterprise Tools Help

**Results: 1 to 6 of a possible 6** Refine Query Save Query Save Result Hide Summaries

**Themes:**

Common Authors:		
Author	Rating	Include
antiocg	★★★★★	<input type="checkbox"/>

Common Dates:		
Date	Rating	Include
Past Year	★★★★★	<input type="checkbox"/>

Common Locations:		
Location	Rating	Include
C130B-H Service Bulletins:382-Commercial Bulletins	★★★★★	<input type="checkbox"/>

Common Topics:	
Topic	Include
aircraft owner, lockheed-georgia co...	<input type="checkbox"/>

Refine Results

88% [sb382-32-47.pdf](#) **382- Commercial Bulletins**  
**Date:** 02/12/2003 **Size:** 148 KB  
**Summary:** A382-32-47, FAA certificated Aircraft: This Alert Service Bulletin is applicable to all model 382, (1) The purpose of this Alert Service Bulletin is to provide operators with new brake wear limitations imposed by FAA worn brake rejected takeoff (RTO) requirements. (2) LASC recommends that the inspection specified herein be accomplished within 30 days after receipt of this Alert Service Bulletin to assure availability of design stopping power at maximum. (1) The aircraft owner/operator will make an appropriate entry in the aircraft log records upon compliance with this Alert Service Bulletin. Inspect both main **landing gear** brake assemblies measured from end tip of wear pin to brake Brake wear pin protrusion (as.

87% [sb382-067.pdf](#) **382- Commercial Bulletins**  
**Date:** 02/12/2003 **Size:** 132 KB  
**Summary:** LOCKHEED-GEORGIA COMPANY a Division of Lockheed Aircraft Corporation. Lubrication of the main **landing gear** jackscrews until revision to SIP 515 a n d SRP 581. Giletin has been approved by the FAA Designated Engineering Rscorrls upon compliance with this Service Bulletin. Service Bulletin, the aircraft owner complete the attached postcards a n d r, =turn them to the Lockheed-Georgia C o q a n y . I , I T : TF arisance is needed, contact the Lockheed F i e l d Service Representative or the Lockheed Field Service Office in Marietta,

87% [sb382-52-4.pdf](#) **382- Commercial Bulletins**  
**Date:** 02/12/2003 **Size:** 222 KB



The initial release of the AMS Portal provides:

**Information**

- Capabilities and Contacts for AMS Products and Services
- Expanded Information on Lockheed Martin Authorized Service Centers

**News**

- AMS information and news items

**Links**

- Access to other program specific web sites

**EDCS**

- Collaboration
- On Line Document / Data Library

**eCatalog**

- On Line Ordering of Priced Products / Services

This AMS Portal is only the first step in providing the Lockheed Martin AMS Customer with a comprehensive range of support services via the Internet. The Portal will continue to evolve with added capabilities and functions. Look for major enhancements to the **eCatalog** and the **Document Library**. Many more documents have been identified for inclusion into the **EDCS Document Library**, and the **eCatalog** is adding support for high-speed automated ordering. If you have not yet registered for these tools, the request forms and instructions are online at <https://www.LMSupport.com>. If you have specific requirements or questions, feel free to contact us at [ams.portal@lmco.com](mailto:ams.portal@lmco.com).

**LOCKHEED MARTIN**



**June 2003**

**ATTENTION: All Hercules Operators Conference Attendees**

**SUBJECT: 2003 HERCULES OPERATORS CONFERENCE**

Lockheed Martin Aeronautics Company is pleased to announce the 15<sup>th</sup> Hercules Operators Conference. This year the conference will be held on 27 – 31 October 2003 at the Atlanta Marriott Northwest Hotel, close to our facilities.

As in the past, this conference provides a forum for all Hercules operators and maintainers to come together and share common concerns and successes. It provides an opportunity to share operational, technical, modification, and maintenance issues among Hercules operators, suppliers, service centers, and Lockheed Martin. This is the only opportunity for the entire Hercules community to come together.

The 2003 Hercules Operators Conference will focus on C-130B-H operations and support. As always, Lockheed Martin is committed to supporting all of our C-130 Customers. We welcome feedback as we continue to tailor our efforts to best meet our customers' needs.

To make the conference informative and meaningful, we must have your presentation topics identified and a short summary provided as soon as possible so we can establish the agenda. As with previous conferences, presentations must be thirty (30) minutes or less. However, we encourage your participation with a presentation or discussion, even if only five (5) minutes are required. The conference is for all attendees, and we all benefit from your experiences and ideas. As always, each input will be welcome. With input from you, we can ensure the conference is pertinent and beneficial. To ensure appropriate presentations are incorporated in the agenda, a review committee has been established to review all presentations for format, technical content, audio-visual compatibility, and acceptability.

In the near future, we will assemble a preliminary copy of the agenda to assist in planning the conference. We stress that the agenda is determined from your input. Without your support, the conference will fall short of our goals. Therefore, we must have your presentation topics identified to permit an effective agenda. Our intention is to publish the preliminary agenda on our web page. To best utilize the presentation media, reduce the size of the minutes and provide outstanding video support for your presentations, we will also provide a Power Point template on our web site. Use of this template will be mandatory. Also, 35mm slides and VHS videotapes can be accommodated if needed to support your presentation.

We also request your ideas and subject matter input for the working groups. To set the tone for each working group and make each session meaningful, we need input from all attendees. Working group topics will also be included on our web page.

*(Continued on Page 14)*

All conference forms are located on the Hercules Operators Conference web page. Please complete and FAX the conference registration to (770)-494-9122. The hotel reservation form should be completed and FAXed to the hotel at (770)-952-0246. Accommodations should be arranged as soon as possible, but no later than 10 October to obtain the conference rate. If making reservations via the Marriott web site, the group code is: HPRHPRA. Additional rooms have been blocked this year to accommodate everyone at the Marriott.

If we can assist in any way, please do not hesitate to phone (770) 494-9131, FAX (770) 494-9122, or e-Mail: [hercules.support@lmco.com](mailto:hercules.support@lmco.com)

The Hercules Operators Conference web page is located at <https://www.lmsupport.com>. All information is located under the Air Mobility Support portal/Hercules Operators Conference link.

Thank you for your prompt and positive attention to this request.

Sincerely,

A handwritten signature in cursive script that reads "James D Brandt".

Jim Brandt  
General Manager & Director  
Air Mobility Support

JDB/TAS:jn

## **Operator's Corner** In This Issue:

### **Lynden Air Cargo, LLC**

6441 South Airpark Place Anchorage, AK 99502



In each issue of the Service News, Lockheed Martin highlights one Hercules operator. If your organization wishes to be included in a future issue, please contact the Service News Editor. Lockheed Martin does not endorse this organization or its products/services.

## **Hercules Certified Parts** *(Continued from page 5)*

facturers formed of companies that have the quality standards, processes, and business capabilities to produce parts to OEM requirements. This also assures buyers that parts will be competitively priced as companies are able to manufacture parts in larger lots to meet economic order quantities.”

### **How will a customer know they are buying a part certified by Lockheed Martin?**

“Any part made by one of the licensed manufacturers will have a special Lockheed Martin hologram affixed. The hologram will give the part recognition value to the customer, and we expect it is something that customers will demand when buying parts.”

### **How will Lockheed Martin guarantee immediate availability of certified parts?**

“We have done a one-time only quality certification of existing parts made by our approved suppliers that are being held in distributors’ inventories. We have sent Lockheed Martin quality inspectors to certify the parts already on the shelves and applied holograms to those that meet our strict quality standards. This inspection process bridges the gap until certified new structural parts are available from the approved manufacturing licensees. Any C-130B-H part sold by Lockheed Martin will have the hologram, signifying its certification. Distributors that have Certified Parts with the hologram in current inventory for sale include Kellstrom, MHD, Derco, and Aero International. AMS is committed to work with certified distributors to meet operator demands.”

## **CNS/ATM** *(Continued from page 7)*

- **Terrain Awareness and Warning System (TAWS) uses advanced electronics equipment to provide a “look-ahead” capability that gives flight crews automatic aural and visual warnings of possible terrain hazards. TAW is mandated on a regional basis starting in 2005.**
- **Automatic Dependant Surveillance (ADS) provides a link between the aircraft’s Flight Management System (FMS) and ATC ground-based computers in which the aircraft’s position and other parameters are automatically transmitted on a periodic basis. ADS-B adds a continuous broadcast capability not only to ATC but to other aircraft in the vicinity via a Mode S transponder. ADS-B is slated to go into full service in 2006.**

The foregoing information is only a sampling of the major elements of the evolving global air traffic management modernization program as it relates to the worldwide Hercules operator. There are others such as Wide Area Augmentation System (WAAS) and Local Area Augmentation System (LAAS) that are much further out in the timeline. The aerospace industry has responded to these initiatives by offering the users an array of options and solutions that must be carefully evaluated in terms of suitability and level of integration.

As the C-130 OEM, we find it unrealistic for us to offer our customers broad-based, generic solutions. Instead, we would prefer to work with our customers on a one-on-one basis to help analyze requirements, considering the individual needs and budgets and provide a custom approach which meets their operational requirements and budgetary necessities.



**Lockheed Martin Air Mobility Support**  
86 South Cobb Drive  
Marietta, Georgia 30063-0589

On the World Wide Web - <https://www.lmsupport.com>

