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**INVESTIGATION OF FIELD PROBLEMS CAUSING AIRCRAFT  
OPERATIONAL ISSUES**

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In 2005 and 2006 a series of engine start-up incidents involving helicopter operations in a remote location pointed to a problem with the thermal stability of the fuel. A thorough investigation, however, proved the fuel to be adequate for the job and the real problem to lie in how the fuel was handled. In the process of discovering the true causal factors of the situation we learned significant lessons about how individuals jump to conclusions by creating perceptions about a fuel-handling problem in contrast to identifying true, explicit causal factors.