From: [redacted]
Date: Friday, 19 May 2023 at 12:06 PM
To: [redacted]
Cc: [redacted]
Subject: Re: Deadline reaction to recommendations 'Fly-away after compass malfunction'

Dear [redacted],

Thank you very much again for allowing the deadline extension. We appreciate the recommendations from Dutch Safety Board to DJI and please kindly find our response as follows.

The first recommendation suggests that DJI to:
"Review the UAS user manual and safety guidelines using the safety lessons learned from this incident, and clarify the following aspects:
a. actions in the event of controllability issues and when to use the RTH and A(ttitude)-mode;
b. in which cases the compass must be calibrated;
c. the risks associated with flying with (different) payload types."

Regarding **point a**, the User Manual of Inspire 2 has actually already provided detailed guidance and clarification for the use of RTH and Attitude mode.

- On Return-To-Home (RTH), the user manual has also explained this functionality with three types of RTH (Smart RTH, Low Battery RTH, and Failsafe RTH) in details (Please see page 14-16 in the User Manual).
- The use of Attitude Mode is explained on page 13, page 15 and page 40 in the User Manual, including the following:

"Active: Users toggle the flight mode switch to A-mode. When an emergency situation occurs during flight, such as when the compass becomes unaligned or when the aircraft attitude is abnormal. If familiar with attitude mode, switch the flight mode to A-mode, and control the aircraft to land in a safe place as soon as possible."

It has been also indicated in the Disclaimer and Safety Guidelines of Inspire 2 that "*To avoid possible serious injury and property damage, observe the following rule: Land immediately when severe drifting occurs in flight, i.e., the aircraft does NOT fly in straight lines"* (please see page 5 in the Disclaimer and Safety Guidelines).

On **point b** compass calibration, the User Manual of Inspire 2 has provided detailed guidance on calibration procedures, which could be found on page 62 and 63 in the User Manual. It is also indicated in the User Manual that *"when the aircraft status indicator has red and yellow flash alternatively, it means compass calibration required* "(please see page 72).

On **point c** of the risks associated with flying with various payload types, it is indicated in the Disclaimer and Safety Guidelines of Inspire 2, under "Individual Parts – Regarding Genuine and Functional Parts":*"Use only genuine DJI parts or parts*

certified by DJI. Unauthorized parts or parts from non-DJI certified manufacturers may cause system malfunctions and compromise safety."

The custom-made payload in this specific case is neither from DJI nor authorized by DJI. It is also pointed in your report that payload SDK is NOT applicable to the Inspire 2 (please see https://developer.dji.com/payload-sdk/).

The above mentioned User Manual and Disclaimer and Safety Guidelines of Inspire 2 could be accessible online as well (https://www.dji.com/uk/downloads/products/inspire-2). (*Due to the size limitation of the email, the two documents could not be sent as email attachments.)

For the second recommendation on DJI to provide timely support to the investigation, we have updated our internal procedure and set up a working group to provide necessary support to investigation inquiries. We will make sure that timely response will be provided when support from DJI is needed.

Meanwhile, we would like to point out, if we may, one factual error in the description of *payload* (*2.3.4 Payload*) on page 24 of the report. It writes *"The gimbal connector allows for mounting different types of payload under the Inspire 2".* However, Inspire 2 does not support payload SDK, which is explained on the website on Payload SDK (https://developer.dji.com/payload-sdk/). Inspire 2 is not supposed to support the load-speaker payload developed by the operator, even if the gimbal connector may work. Following this, the description on "Payload influence on compass" on page 47 of the report should be corrected as well.

We remain at your disposal for any further questions and again thank you for sharing the report with us and for the recommendations.

Best regards,

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