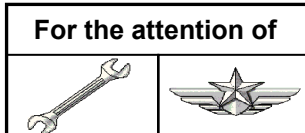


# SAFETY INFORMATION NOTICE

**SUBJECT: GENERAL**
**Reporting of in-service events**


AIRCRAFT CONCERNED	Version(s)	
	Civil	Military
EC120	B	
AS350	B, BA, BB, B1, B2, B3, D	L1
AS550		A2, C2, C3, U2
AS355	E, F, F1, F2, N, NP	
AS555		AF, AN, SN, UF, UN, AP
EC130	B4, T2	
SA365 / AS365	C, C1, C2, C3, N, N1, N2, N3	F, Fs, Fi, K, K2
AS565		MA, MB, SA, SB, UB, MBe
SA366	G1	GA
EC155	B, B1	
SA330	J	Ba, L, Jm, S1, Sm
SA341	G	B, C, D, E, F, H
SA342	J	L, L1, M, M1, Ma
ALOUETTE II	313B, 3130, 318B, 318C, 3180	
ALOUETTE III	316B, 316C, 3160, 319B	
LAMA	315B	
EC225	LP	
EC725		AP
AS332	C, C1, L, L1, L2	B, B1, F1, M, M1
AS532		A2, U2, AC, AL, SC, UE, UL
EC175	B	
EC339		KUH/Surion
BO105	C (C23, CB, CB-4, CB-5), D (DB, DBS, DB-4, DBS-4, DBS-5), S (CS, CBS, CBS-4, CBS-5), LS A-3	CBS-5 KLH, E-4
MBB-BK117	A-1, A-3, A-4, B-1, B-2, C-1, C-2, C-2e, D-2, D-2m	D-2m
EC135	T1, T2, T2+, T3, P1, P2, P2+, P3, 635 T1, 635 T2+, 635 T3, 635 P2+, 635 P3	
EC135H	T3H, P3H, 635 T3H, 635 P3H	

Improving flight safety has always been and will always be Airbus Helicopters' first priority. This constant improvement in safety can only be achieved with the help of all those involved in aviation, through rapid, accurate and exhaustive exchange of information concerning all events considered as abnormal, which have or can potentially have an effect on flight safety.

**Therefore, Airbus Helicopters requests from operators to provide information on all events considered as abnormal, occurring within the scope of aircraft operation or maintenance, within 2 working days.**

Worldwide Aviation Authorities share this point of view and have introduced regulations defining the duties of each party involved as regards "occurrence reporting". National regulations clearly specify that an aircraft type certificate holder must receive adequate reports of occurrences from operators, owners, or from those in charge of maintenance, repair and overhaul, in order to be able to issue appropriate service instructions and recommendations.

For instance, EASA issued the document AMC 20-8 "Occurrence Reporting" describing the basics and giving examples of events to be reported.

Based on the EASA AMC 20-8 guidance criteria table, a few examples of technical incidents are given below. This list is not exhaustive and is given as an example, with the intention to help the operator understand the definition of a technical incident which must be reported to the helicopter manufacturer:

- technical difficulty in accomplishing the mission as planned, including but not limited to, difficulty resulting in an aborted mission,
- technical event increasing the crew workload,
- technical event that may jeopardize the airworthiness of the helicopter for the continuation of the mission or the safety of persons on board or on the ground,
- in-flight loss or rupture of any part,
- abnormal deterioration (wear, scratch, crack, corrosion, delamination, bonding failure, indentation, etc.) of any structural or mechanical part, especially when exceeding the Maintenance Manual (AMM) removal/repair criteria or in case no maintenance criteria exist,
- system malfunction or loss (including partial or temporary incorrect operation) and interference within or between systems,
- incorrect operation of a system intended to minimize the effects of an accident, including when being used for maintenance or test purposes,
- incorrect operation or malfunction of a system, or deterioration of a part found when complying with an Airworthiness Directive,
- non-conformity of a product, part or equipment with respect to its approved design, or a product of unknown or doubtful origin,
- missing, misleading, incorrect or unclear procedure that could lead to a flight crew or maintenance error,
- abnormal vibration,
- abnormal heating, smoke, fire,
- repetitive instances of any technical event which in isolation would not be considered "reportable" but which due to the frequency at which they arise, form a potential hazard,
- any other occurrence which has resulted in or may result in an unsafe condition.

**Again, this list must not be considered as exhaustive and if you are in doubt on the need to report an event, the event should be reported.**

It is necessary to highlight that events that had no particular consequence so far can have an effect on safety if they occur in other circumstances or on another type of aircraft.

**Besides, it is essential that Airbus Helicopters gets accurate and complete information for each event.**

In addition to the usual information for the identification of the aircraft, component or assembly affected, a precise description of the circumstances of the event and the conditions in which it was detected are of prime importance. Pictures (overall view and zoomed view) are very valuable and encouraged to be included in any reports. Furthermore, all data such as data from the flight data recorder or on-board camera, which could ease the analysis, should be kept (in particular for devices whose memory is periodically erased by new data sets).

Please find attached a standard form (see Appendix 1) for the gathering of all this information. We kindly ask you to complete this form (or a similar form) and send it to the Customer Technical Support Department. Several means of communication are possible:

- priority communication channel: opening of a Technical Event on the WebTEK tool,
- direct information provided to the local Airbus Helicopters Customer Support Representative.

These events will then be analyzed by Airbus Helicopters to define preventive and corrective measures, if necessary:

- preventive measures, which can include additional maintenance tasks (inspections, replacement of parts, etc.) and/or new limitations, either concerning the flight envelope or the operating time of components,
- corrective measures, which can include product upgrades, prevent the identified risk of failure and enable a return to simplified maintenance.

These possible preventive and corrective measures are generally introduced in the form of an (Emergency) ALERT SERVICE BULLETIN or a Service Bulletin.

**Also, when such unusual event occurs in one area of the helicopter, you are asked to report all actions performed in that area after its observation and to keep all parts until Airbus Helicopters responds:**

- location of potential visible damage in the area: for instance loose rivets, corrosion marks, etc,
- recording of tightening torque during disassembly, if applicable,
- keeping of all removed parts with associated reference to their location (even if these removed parts are neither repairable nor reusable, such as fasteners).

If the return of physically damaged parts to Airbus Helicopters is confirmed, the following information is needed:

- Parcel information: length, width, height, weight,
- Parcel tracking information: name, address, landline and mobile phone number of the shipper,
- H/C S/N specified on the parcel.

Airbus Helicopters will potentially request this information during processing of the unusual event.

**APPENDIX 1**
**I. IDENTIFICATION DE L'APPAREIL / AIRCRAFT IDENTIFICATION**

Type d'appareil / Aircraft type	Version	S/N	Pays / Country	Client / Customer	Opérateur / Operator

**II. CIRCONSTANCES DE LA DECOUVERTE / CIRCUMSTANCES OF THE EVENT**

AU COURS D'UNE OPERATION DE MAINTENANCE PROGRAMMEE /  
 DURING A SCHEDULED MAINTENANCE OPERATION

Visite journalière / Daily Inspection	Visite spéciale / Special Inspection	Visite T / T Inspection	Visite calendaire / Calendar Inspection	Autres / Other
Type de visite / Type of Inspection:	Type de visite / Type of Inspection:	Type de visite / Type of Inspection:	Type de visite / Type of Inspection:	Type de visite / Type of Inspection:

AU COURS D'UNE OPERATION DE MAINTENANCE NON PROGRAMMEE /  
 DURING AN UNSCHEDULED MAINTENANCE OPERATION

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EN OPERATION / IN OPERATION

Nature du vol / Type of flight	Phase de vol / Flight phase	Conditions climatiques / Climatic conditions
Constatations faites par le pilote ou l'équipage/ Pilot or crew findings		
Décisions prises par le pilote et constatations jusqu'à l'atterrissage/ Decisions made by pilot and findings up to landing		

### III. CONSTATATIONS FAITES LORS DE LA MAINTENANCE / FINDINGS DURING MAINTENANCE

Ensemble(s) ou élément(s) concerné(s) / Assembly(ies) or part(s) concerned	Désignation / Description Référence: / Part Number:	N° de série / Serial No.	T.S.N.	T.S.O.	Cycles
Observations constatations visuelles / Comments Visual findings					
Résultat des investigations / Result of Investigations					
Causes présümées / Presumed Causes					

### IV. COMPLEMENT D'INFORMATIONS / ADDITIONAL INFORMATION