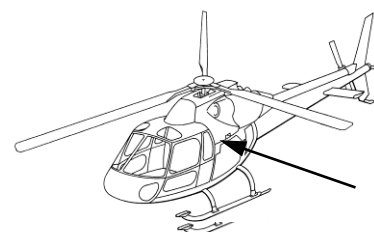
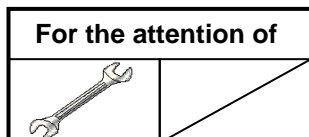


Military versions: AF, AN, AP, SN, UF, UN

# ALERT SERVICE BULLETIN

## PROTECTIVE MEASURE

**DOORS - Sliding doors**  
**Addition of a label on the sliding door cover**



Revision No.	Date of issue
Revision 0	2020-06-18

### Summary:

Airbus Helicopters was informed that the LH rear support that attaches the rear intermediate roller of the sliding door was found cracked. After investigation, it was confirmed that pushing on the rear part of the rear support was the root cause of the crack appearance. Airbus Helicopters thus makes it mandatory not to push on the rear part of the LH and/or RH rear support covers when closing the door. Compliance with this ALERT SERVICE BULLETIN consists in checking the LH and/or RH rear supports to make sure that there are no cracks, before adding a label that prohibits any pushing in this area.

### Compliance:

Airbus Helicopters considers that compliance with the instructions contained in this ALERT SERVICE BULLETIN is essential.



[ASB AS555-52.00.15](https://www.airbushelicopters.com/techpub/ASB_AS555-52.00.15)

## 1. PLANNING INFORMATION

### 1.A. EFFECTIVITY

#### 1.A.1. Helicopters/installed equipment or parts

AS555 helicopter versions AF, AN, SN, UF, UN equipped with a:

- LH rear support Manufacturer Part Number (MP/N) 350A25-0031-38 or 350A25-0268-20,
- RH rear support Manufacturer Part Number (MP/N) 350A25-0031-39 or 350A25-0268-21.

#### 1.A.2. Non-installed equipment or parts

Not applicable.

### 1.B. ASSOCIATED REQUIREMENTS

Not applicable.

### 1.C. REASON

Airbus Helicopters was informed that the LH rear support that attaches the rear intermediate roller of the sliding door was found cracked.

After investigation, it was confirmed that pushing on the rear part of the rear support was the root cause of the crack appearance. Airbus Helicopters thus makes it mandatory not to push on the rear part of the LH and/or RH rear support covers when closing the door.

Compliance with this ALERT SERVICE BULLETIN consists in checking the LH and/or RH rear supports to make sure that there are no cracks, before adding a label that prohibits any pushing in this area.

Pending the availability of the new design of the LH and/or RH rear supports, Airbus Helicopters makes it mandatory not to push on the rear part of the LH and/or RH rear support covers.

Although the safety level of the helicopter is compliant with the airworthiness regulations, the issue of this ALERT SERVICE BULLETIN improves the Airbus Helicopters safety standards.

### 1.D. DESCRIPTION

Compliance with this ALERT SERVICE BULLETIN consists in:

- checking the LH and/or RH rear supports,
- replacing the LH and/or RH rear supports, if necessary,
- installing a locally made label on the LH and/or RH rear support covers to prohibit pushing the cover when closing the sliding door by hand.

### 1.E. COMPLIANCE

#### 1.E.1. Compliance at H/C manufacturer level

Airbus Helicopter considers compliance with the instructions of paragraph 3. of this ALERT SERVICE BULLETIN as essential before the delivery of the helicopter.

### 1.E.2. Compliance in service

The work must be performed on the helicopter by the operator.

#### Helicopters/installed equipment or parts:

Comply with paragraph 3. of this ALERT SERVICE BULLETIN within 6 months from receipt of this ALERT SERVICE BULLETIN issued on the date indicated in the page footer.

#### Non-installed equipment or parts:

Not applicable.

### 1.F. APPROVAL

#### Approval of modifications:

Not applicable.

#### Approval of this document:



The technical information contained in this ALERT SERVICE BULLETIN Revision 0 was approved on June 17, 2020 by the Airbus Helicopters Airworthiness Department for export military versions.

For the French Government helicopters, as the content of this ALERT SERVICE BULLETIN is strictly identical to ALERT SERVICE BULLETIN No. 52.00.31 of the civil version, the technical information contained in this ALERT SERVICE BULLETIN Revision 0 was approved on June 17, 2020 under the prerogatives of the recognition of design capability FRA21J-002-DGA.

### 1.G. MANPOWER



For compliance with this ALERT SERVICE BULLETIN, Airbus Helicopters recommends the following staff qualifications:

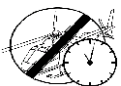


Qualification: 1 Mechanical Technician.

The Estimated Man-hours are indicated for reference purposes only and based on a standard helicopter configuration.

Estimated Man-hours: 1 hour to check the LH or RH rear support and add the label.

If needed, 3 hours for the Mechanical Technician to replace the LH or RH rear support.



Estimated helicopter downtime is indicated for reference purposes only, based on a standard helicopter configuration.

Helicopter downtime is estimated at half a day to replace the LH or RH rear support.

### 1.H. WEIGHT AND BALANCE

Not applicable.

**1.I. POWER CONSUMPTION**

Not applicable.

**1.J. SOFTWARE UPGRADES/UPDATES**

Not applicable.

**1.K. REFERENCES**

The following documents are required for compliance with this ALERT SERVICE BULLETIN:

Maintenance Manual (MET):

MET: 52-91-10-403: Tear-down / Build-up - Sliding door - Sliding Doors

MET: 60-00-00-301: General Safety Instructions - Mechanical Assemblies - Rotors generalities

Standard Practices Manual (MTC):

MTC: 20-02-05-404: Assembly by screws and nuts - Joining

**1.L. OTHER AFFECTED PUBLICATIONS**

Not applicable.

**1.M. PART INTERCHANGEABILITY OR MIXABILITY**

Not applicable.

## 2. EQUIPMENT OR PARTS INFORMATION

### 2.A. EQUIPMENT OR PARTS: PRICE - AVAILABILITY - PROCUREMENT

Price

For any information on the price of modification kits and/or components or for assistance, contact the Airbus Helicopters Network Sales and Customer Relations Department.

Availability

Delivery lead times will be indicated by the Sales and Customer Relations Department on the operator's request.

Procurement

Order the required quantity from the Airbus Helicopters Network Sales and Customer Relations Department:

Airbus Helicopters  
 Etablissement de Marignane  
 Direction Ventes et Relations Client  
 13725 MARGNANE CEDEX  
 FRANCE

**NOTE 1**

*On the purchase order, please specify the mode of transport, the destination and the serial numbers of the helicopters to modify.*

**NOTE 2**

*For ALERT SERVICE BULLETINS, order by:  
 Telex: HELICOP 410 969F  
 Fax: +33 (0)4.42.85.99.96.*

### 2.B. LOGISTIC INFORMATION

Not applicable.

### 2.C. EQUIPMENT OR PARTS REQUIRED PER HELICOPTER/COMPONENT

Kits to be ordered for one helicopter or one assembly

Key Word	Qty	New P/N	Item	Old P/N →	Instruction
LH rear support	A/R	350A25-0031-38 or 350A25-0268-20	1	350A25-0031-38 or 350A25-0268-20	
RH rear support	A/R	350A25-0031-39 or 350A25-0268-21	2	350A25-0031-39 or 350A25-0268-21	

Consumables to be ordered separately:

Refer to the Work Cards and Tasks specified in this ALERT SERVICE BULLETIN:

The consumables can be ordered separately from the following companies.

Aviatec global aviation

Website: <https://www.aviatec.net>  
Telephone: +33 1.34.46.45.24 or +49 4193.8803.630  
Fax: +33 1.34.46.45.26 or +49 4193.8803.699  
AOG: +49 4193.8803.660  
AOG email: [aog@aviatec.aero](mailto:aog@aviatec.aero)

Gaches chimie

Website: <https://www.gaches.com>  
Telephone: +33 5.61.31.64.45  
Fax: +33 5.61.40.98.63  
AOG email: [marketplace@gaches.com](mailto:marketplace@gaches.com)

BDSI

Website: <https://www.boeingdistribution.com>  
Telephone: +1.305.925.2600  
Fax: +1.305.507.7191  
AOG: +1.305.471.8888  
AOG email: [AOGdesk@Boeingdistribution.com](mailto:AOGdesk@Boeingdistribution.com)

**2.D. EQUIPMENT OR PARTS TO BE RETURNED**

Not applicable.

### 3. ACCOMPLISHMENT INSTRUCTIONS

#### 3.A. GENERAL

- As per Work Card 60-00-00-301 (MET), read and comply with the general instructions for mechanical assemblies

Unless specified differently, tighten the screws to standard torque as per Work Card 20-02-05-404 (MTC).

#### 3.B. WORK STEPS

Only the procedure for the LH sliding door is described. Perform the same procedure on the RH sliding door, if installed.

##### 3.B.1. Preliminary steps

- Install access equipment.
- Remove and/or open all cowlings, panels, doors and all equipment items to enable adequate access to the various work areas.

##### 3.B.2. Procedure

###### 3.B.2.a. Removal of the cover (a), (Figure 1)

- Remove the screws (b) and the washers (c) ([Figure 1](#))
- Remove the cover (a).

###### 3.B.2.b. Check of the LH rear support (d) (Figures 2 and 3)

- Make sure that there is no crack on the LH rear support (d) ([Figure 2](#)).
- . If there is no crack on the LH rear support (d):
  - .. install the cover (a) as per paragraph 3.B.2.d.
- . If there is a crack on the LH rear support (d):
  - .. replace the LH rear support (d) as per paragraph 3.B.2.c.,
  - .. if the LH rear support (1) is not available:
    - ... flights are authorized until receipt of the LH rear support (1) if the door is kept closed,
    - ... bond a locally made label "DO NOT OPEN IN FLIGHT" (4) ([Figure 3](#)) to the inside of the LH sliding door so that the label is visible and legible to passengers,
    - ... on receipt of the LH rear support (1) install the LH rear support (1) as per paragraph 3.B.2.c.

###### 3.B.2.c. Replacement of the LH rear support (d) (Figure 2)

- Remove the LH rear support (d), ([Figure 2](#)) as per the principles of Work Card 52-91-10-403 (MET).
- Install the LH rear support (1) as per the principles of Work Card 52-91-10-403 (MET).
- Remove the label "DO NOT OPEN IN FLIGHT" if previously installed.
- Install the LH rear support cover (a) as per paragraph 3.B.2.d.

3.B.2.d. Installation of the LH rear support cover (a), (Figures 1 and 2)

- Remove the locally made label from the cover (a), if necessary.
- Install the LH rear support cover (a) ([Figure 1](#)).
- Install the washers (c) and the screws (b).
- Tighten the screws (b).
- Install the locally made label (3) on the LH rear support cover (a) as per Detail C, [Figure 2](#).

3.B.3. Final steps

- Install again and/or close all cowlings, panels, doors and equipment removed and/or opened during preliminary steps (paragraph 3.B.1.).
- Remove the access equipment.

**3.C. RECORD OF COMPLIANCE**

- Record full compliance with this ALERT SERVICE BULLETIN, with the revision number, in the helicopter documents.
- Please confirm compliance with this ALERT SERVICE BULLETIN:  
QR-code or hypertext link

**NOTE**



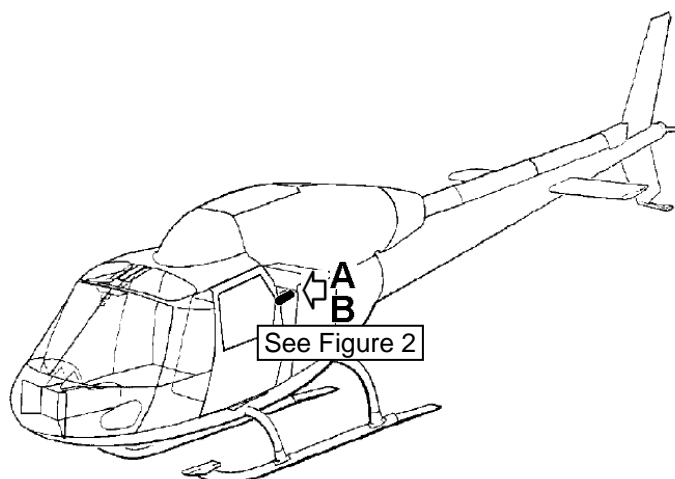
*The recording of compliance with ALERT SERVICE BULLETINS in the R-TEX tool does not replace the recording in the helicopter documents.*

[ASB AS555-52.00.15](#)

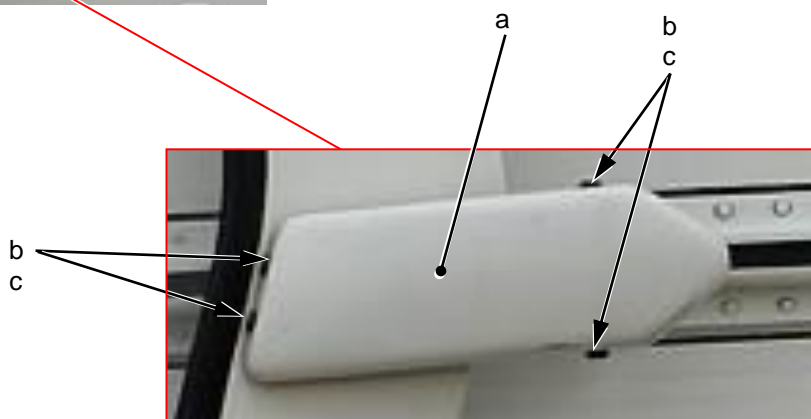
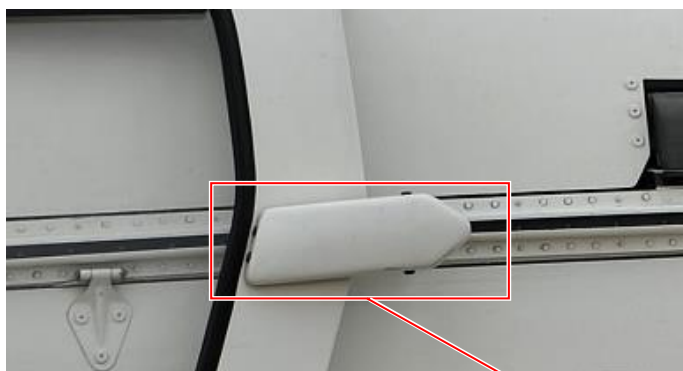
**3.D. OPERATING AND MAINTENANCE INSTRUCTIONS**

Not applicable.



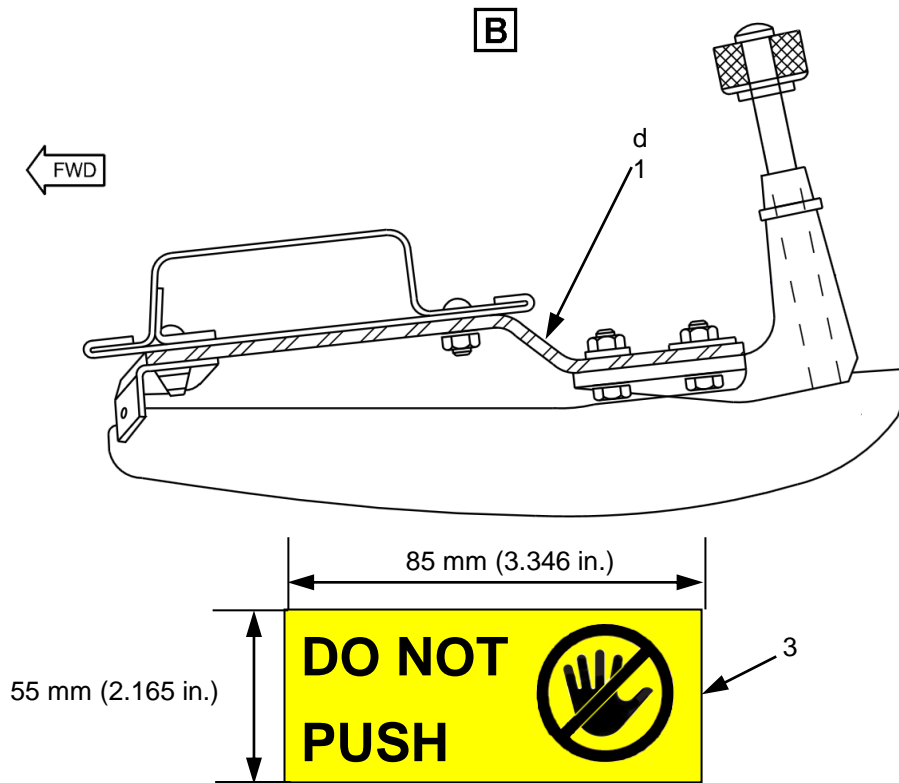


**A**



Return to paragraph [3.B.2.a.](#)  
Return to paragraph [3.B.2.d.](#)

Figure 1

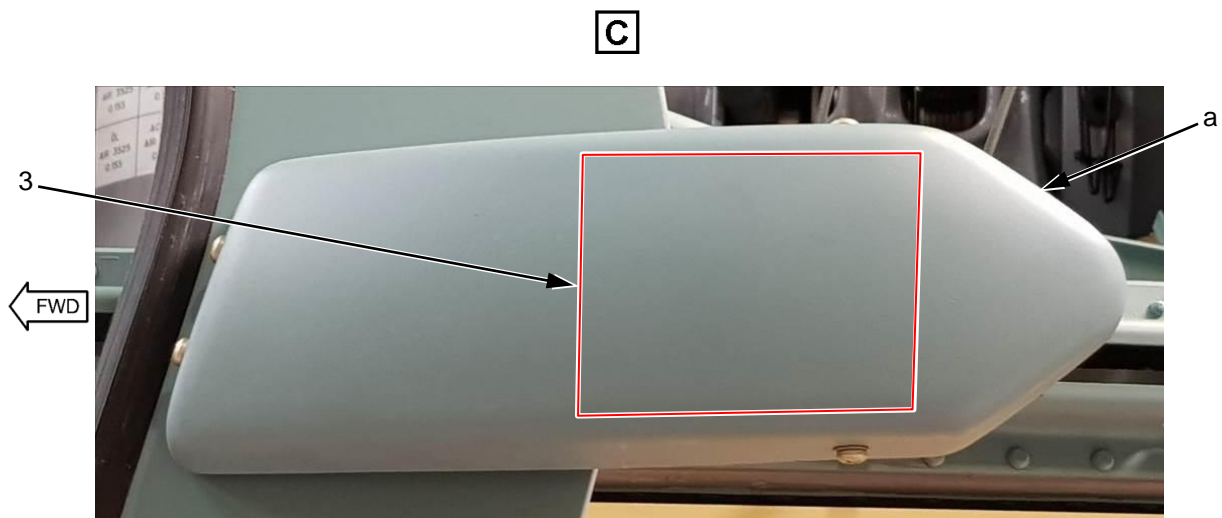


Making a self-adhesive label:

The letter size takes into account the label integration on the LH and RH covers.

Choose a size of letters that will be clearly visible to the ground technician or ground crew.

Black letters on yellow background for military versions.



Return to paragraph [3.B.2.b.](#)

Return to paragraph [3.B.2.c.](#)

Return to paragraph [3.B.2.d.](#)

Figure 2



Making a self-adhesive label:

The letter size takes into account the label integration on the LH and RH door.

Choose a size of letters that will be clearly visible to the passengers.

Black letters on yellow background for military versions.

Return to paragraph [3.B.2.b.](#)

Figure 3