

## CONTINUING AIRWORTHINESS MANAGEMENT OFFICE MEMO

<b>TO:</b> All Engineering Department, CAMO and Design/Technical Services Department	<b>FROM:</b> Technical Publication
<b>CC:</b> GAM QA Department, GAM AM	<b>DATE:</b> 17.03.2021
<b>REFERENCE NO.:</b> CAMO/MEMO/2021/07	

Dear Customer,

Please be informed that the new major update of the Heliwise platform is scheduled to be live next **Thursday, March 18th 2021 at 08:00 AM UTC**.

The update will be performed on Leonardo Helicopters facilities, no actions are required by your side.

Due to the update, Heliwise servers will be offline from **05:00 AM UTC to 08:00 AM UTC**.

During this period, it will not be possible to upload DSNs into the system: for any urgency, Heliwise Offline can be used to analyze the data.

In addition, the current version of Heliwise Offline will no longer work once the update will be live. The new Heliwise Offline release, compatible with the new major updates, will be available for installation using the relevant popup in view after first login in Heliwise Online.

### **New Implementation:**

*Leonardo Helicopters (LH) is pleased to inform you that a global review of the AW139/AW169/AW189 Transmission Vibration Monitoring (TVM) thresholds has been completed.*

*The thresholds review process is a key part of the Health and Usage Monitoring System (HUMS) / Monitoring and Diagnostic System (MDS) enhancement performed during the Controlled Service Introduction, in order to achieve a reduction of the rate of Alerts potentially resulting in unnecessary maintenance activities on the Helicopter.*

*A new set of thresholds has been identified and will be released on the indicated date in Heliwise to further enhance the diagnostic capabilities for all LH products equipped with HUMS. The main purpose of the new set of thresholds is to reduce the number of false alerts and false positive cases, improving consequently the system accuracy.*

An Information Letter will be released on **Thursday, March 18th 2021** with additional details.

Please kindly consider to forward this notification to whom is concerned.

Should you need any additional information, please do not hesitate to contact LHD HUMS Support Team at [hums.mbx.aw@leonardocompany.com](mailto:hums.mbx.aw@leonardocompany.com) mailbox.

*Thank you and stay safe!*



NUR NABILLA BT. MOHD HASNAN  
**TECHNICAL PUBLICATION,**  
**CAMO DEPARTMENT,**  
**GALAXY AEROSPACE (M) SDN. BHD.**