

Document Reference

Document ID	PSE/TQ/2023/102080	Contact	MUHAMMAD IHSAN MASRI
Your Code Reference		Subject	UNSATISFACTORY RESULT OF CVFDR TEST
Topic	TECHNICAL	Subtopic	SAFETY/AIRWORTHINESS
Issue	ISSUE	Team Legal Entity	Italy

Contact Details

Customer Description	GALAXY HELICOPTERS(M) SDN BHD	Customer ID	0050007871
Email	ihsan@galaxyaerospace.my		

Contacts List

First Name	Last Name	Email	User Type
TECHNICAL	SERVICES	tech.services@galaxyaerospace.my	Engineering Officer

Customer Service

Priority	HIGH	Creation On (UTC)	16/03/2023
Resolve By (UTC)	20/03/2023	Leonardo Closure Date (UTC)	23/03/2023
Additional Note			

Helicopter Data

ATA Code	31	Description	INDICATING AND RECORDING SYSTEM
Helicopter S/N	NC0049045	Aircraft Tail Number	9M-BOE
Helicopter Line	AW189	Helicopter Model	AW189
Repair Instruction Query	False		

Part Number	Component S/N	Component F/H	On (Date)(UTC)

Flight Hours	FH Last Update	Create date
1211,50	25/02/2023	25/02/2023

Ticket Description

Dear LH,

With reference to AMP 89-A-31-31-00-00A-340A-A, CVFDR function test, we performed said test and the result of downloaded data came out unsatisfactory for task no 34.4 of the AMP 89-A-31-31-00-00A-340A-A:

1. Full left position acheived - 74.18,
2. Full right position - 15.47.

Kindly advise any corrective action

Regards,

Ihsan

History Log

Dhanaraj Eliyathamby : 17/3/2023 02:11:40 (UTC) :

Dear Ihsan,

Based on our checks, you would require to perform AMP 89-A-22-11-19-00A-271A-A and 89-A-67-21-00-00A-271B-A.

From the above procedure adjustments, we believe the correct values can be obtained.

Regards,
Dhana

MASRI MUHAMMAD IHSAN : 16/3/2023 08:13:27 (UTC) :

Dear Dhana,

It is 4.0.2.

Regards,

Ihsan

Dhanaraj Eliyathamby : 16/3/2023 06:38:51 (UTC) :

Dear Ihsan,

All AW189 are fitted with software and therefore, could you check the software phase of this H/C?

Regards,
Dhana

MASRI MUHAMMAD IHSAN : 16/3/2023 04:38:10 (UTC) :

Dear Dhana,

1. Aircraft is currently grounded due to MRH retaining bolt re-torque check failed, awaiting flight test.
2. Aircraft is expected to be serviceable by 18/03/2023.
3. This aircraft is not installed with Primus EPIC Software.
4. Only step 34.4 of AMP 89-A-31-31-00-00A-340A-A has this findings.
5. During last annual inspection we observed similar cases:
 - Full left position = +74.18
 - Full right position = +15.47

Regards,

Ihsan

Dhanaraj Eliyathamby : 16/3/2023 04:00:21 (UTC) :

Dear Ihsan,

In order to better evaluate your request, could you provide the following details:

1. H/C status (AOG, in maintenance, etc)
2. Release to service date of this H/C
3. SW phase of the H/C
4. Could you confirm that only step 34.4 of AMP 89-A-31-31-00-00A-340A-A has this findings and other steps has been performed satisfactorily?
5. During the previous 1 year inspection to perform 89-A-31-31-00-00A-340A-A, no abnormalities was noticed?

Regards,
Dhana

Closing Note

Dear Customer,

According to the fact that no further feedback has been received so far, the subject TQ will be closed in alignment with our internal procedures. Should you require further assistance on this matter, please be invited to issue a new follow-up query through the customer portal.

Thank you and best regards,
Dhana

Ticket Attachments

Attachment's Name	Uploading Date
Ticket_PSE_TQ_2023_102080.pdf	17/03/2023