AIRBUS

HELICOPTERS

No. 3643-I-00

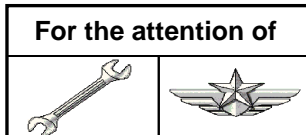# Information Notice

SUBJECT: GENERAL

Introduction of the digital Service Bulletin reporting service R-TEX

For the attention of

How to use R-Tex

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	C1, C2, C3, N, N1, N2, N3	F, Fs, Fi, K, K2
AS565		MA, MB, SA, SB, UB, MBe
SA366		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-3, D-3m	D-2m, D-3m
EC135	T1, T2, T2+, T3, P1, P2, P2+, P3, EC635 T1, EC635 T2+, EC635 T3, EC635 P2+, EC635 P3, T3H, P3H, EC635 T3H, EC635 P3H	

1. Reason

This Information Notice supersedes IN No. 3447-I-00.

Within the scope of our continuous improvement process, the Service Bulletin embodiment status is a key driver for Configuration management.

Therefore, a new Service Bulletin feature - QR code and hyperlink - has been incorporated in our SB documentation since January 2020.

The QR code and hyperlink allow you to provide Airbus Helicopters with the SB embodiment status for all your individual H/C S/N in a simple and quick manner.

Note: The recording in the R-TEX tool does not replace the recording in the helicopter documents.

2. Description of the R-TEX Tool

- The QR code is located **in chapter 3.C.** *Record of compliance* to perform this step during the application of a SB/ASB/EASB.
- This Information Notice is reminded **in chapters 1.K. and 3.C.**
- The QR code has been removed from the front page.

In chapter 1.K.:

> Information Notice
> IN: 3643-I-00 Introduction of the digital Service Bulletin reporting service R-Tex

In chapter 3.C.:

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3. How to use the service

Knowing your T.I.P.I. login and the SB/ASB/EASB reference, the application automatically fills in your customer information and aircraft type, as shown below.
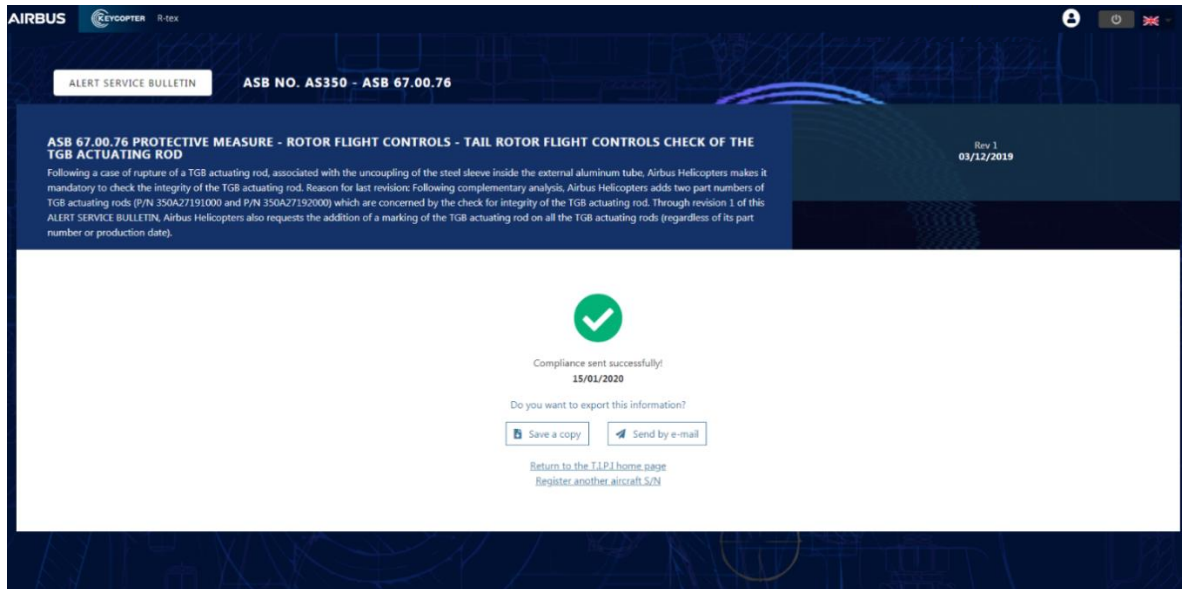Only the aircraft S/N must be entered.

⚠ You can change today's date to enter the date of application of the SB.
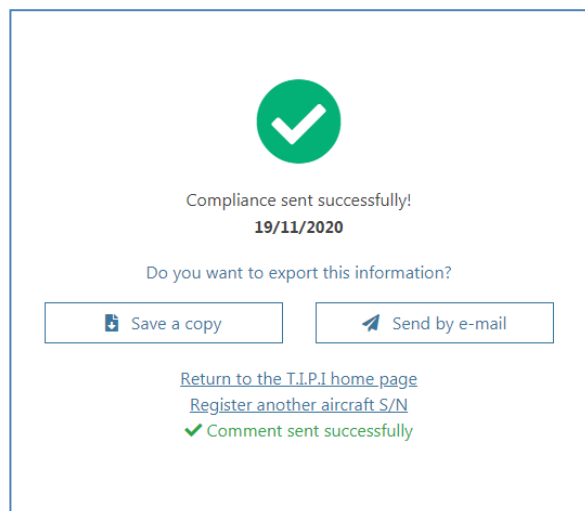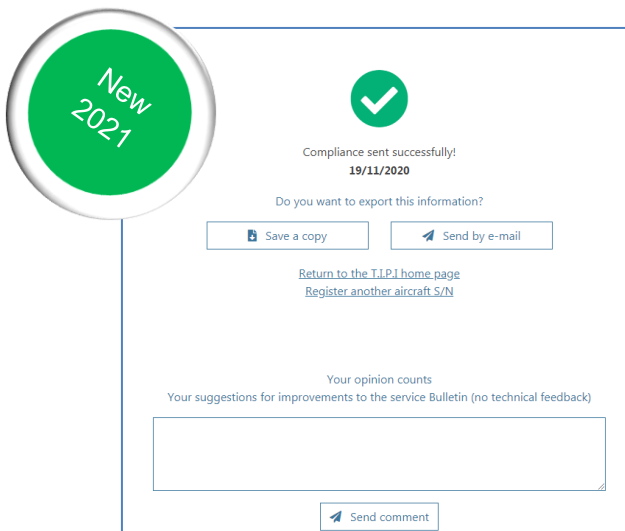
4. The features of the R-TEX tool

- <u>Save feedback</u>:

    . The application allows you to directly transfer the information to your CAMO by e-mail ('send by e-mail' button) and to save a copy.

    . We have added a free text field after saving the SB application to allow you to express yourself on the format of the SB you have just applied.

- <u>Your opinion counts</u>:

    . The purpose of this field is to obtain your feedback about the SB such as its format, its illustrations (are they sufficient, relevant, etc.), its procedure (is it detailed enough, clear, etc.), do you need more photos or videos etc.
    . All your suggestions will be taken into account and studied in line with our commitment to continuous improvement of the format of our SBs.

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- TIPI filtering:

    . The application also allows you to export a filtering of SB compliance on a fleet (My RTEX button). However, for confidentiality reasons, the availability of this filtering depends on the T.I.P.I. login.

    . This filtering will be extractable either by **SB reference** (R-TEX menu) or **by aircraft S/N** (serial number menu).
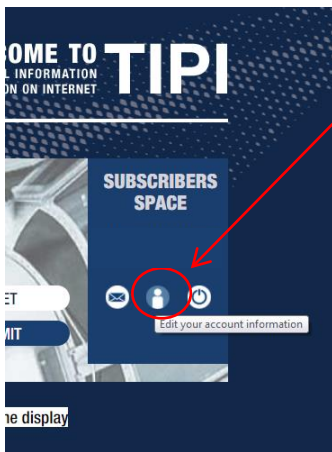
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- Master account
  A new way of data centralization for multi-account customers

The "Master Account" option has been set up in the TIPI profiles.
This option allows you to group the information of several accounts under one master account.
The objective is to simplify the management of R-TEX data for multi-account customers.
You will thus be able to extract information from a set of accounts. It will improve the readability of the SBs applied on an aircraft.

To do so, you must:

1/ Log in with your TIPI profile

2/ Select the option "Master account for R-TEX"

Master account for Rtex   ⊙ Yes ● No

Enter the logins of the desired linked accounts. One per line.
Users will be asked for confirmation.
Once validated, you will be able to view the Rtex of these people.

user login   +

3/ Fill the accounts to be affiliated by adding their login.
Then, click "+".

List of linked users:

a45877c	🖊	**X** Rejected
a45877b	🖊	**V** Validated
a45877d	🖊	**0** Waiting validation

4/ The affiliated accounts receive a notification and must validate the link.

5/ The status of the requests is indicated in the "List of linked users" field.

1 / 1

Rtex confirmation

EVANGELOU Marcos wishes to become a master account on your Rtex entries.
Do you accept ?
Yes ○   No ◉

SEND

Green = Validated (access to the R-Tex data of this account)
Orange = Validation pending (no access to the R-Tex data of this account)
Red = Rejected (no access to the R-Tex data of this account)

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Note: With this option, you will be able to visualize all the R-TEX recordings made by the affiliated accounts in the My R-TEX interface (see above).

- A user interface
   A concise and intuitive way to manage your data with

   MY RTEX

   This interface has several objectives, it allows you to:

   . Visualize your R-TEX and make an extract of it
   . Correct R-TEX registration errors
   . Fill in several S/N records simultaneously for the same SB
   . Inform about the application of SBs on an aircraft that do not have a QR code because they were issued before the deployment of this service.
   . In this interface, you will also find the comments you made on the SB through the "Your opinion counts" field.

New 2021

| Start date | End date | | SB Number | Serial number |
| All Rtex | Type of aircarft | | Login | |

🔍 RESET

Type of aircarft	SB Number	Name	Company name	Aircraft S/N	Complience recording	Delete recording
EC 120 - H120, EC 130 - H130	SB - test SB Rtex	EVANGELOU Marcos	AIRBUS Helicopters	3586	📄✏	☐
EC 120 - H120, EC 130 - H130	SB - test SB Rtex	EVANGELOU Marcos	AIRBUS Helicopters	8659	📄✏	☐
EC 120 - H120, EC 130 - H130	SB - test SB Rtex	EVANGELOU Marcos	AIRBUS Helicopters	2546	📄✏	☐
EC 120 - H120, EC 130 - H130	SB - test SB Rtex	EVANGELOU Marcos	AIRBUS Helicopters	3658	📄✏	☐
EC 120 - H120, EC 130 - H130	SB - test SB Rtex	EVANGELOU Marcos	AIRBUS Helicopters	2568	📄✏	☐
EC 120 - H120, EC 130 - H130	SB - test SB Rtex	EVANGELOU Marcos	AIRBUS Helicopters	5985	📄✏	☐
AS 532 - H215M	ASB - ASB 05.00.86				📄	
AS 332 - H215	ASB - ASB 05.01.10				📄	
AS 532 - H215M	ASB - ASB 05.00.85	EVANGELOU Marcos	AIRBUS Helicopters	9999	📄✏	☐
AS 332 - H215	EASB / TA - "E"ASB 64.00.43				📄	
AS 532 - H215M	EASB / TA - "E"ASB 64.00.21				📄	
AS 332 - H215	ASB - ASB 64.00.44	EVANGELOU Marcos	AIRBUS Helicopters	1234	📄✏	☐
AS 532 - H215M	ASB - ASB 64.00.22				📄	
SA 330	ASB - ASB 05.105				📄	
SA 330	EASB / TA - "E"ASB 65.132				📄	
SA 330	ASB - ASB 65.135				📄	
AS 550 - H125M	SB - SB 67.00.38				📄	
AS 332 - H215	SB - SB 63.00.84				📄	
AS 532 - H215M	SB - SB 63.00.39				📄	
EC 175 - H175	SB - SB 53-019				📄	

8277 RTEX - 1 2 3 4 5 6 7 8 9 next »»

5. Summary

R-TEX aims at improving the communication with Airbus Helicopters and optimizing the management of your data.

- Easily enter the application of an SB
- Send your comments to Airbus Helicopters
- Affiliate other TIPI accounts under a Master account
- Easily extract, distribute and use your information