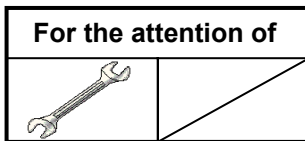


Information Notice

SUBJECT: GENERAL

Introduction of the digital Service Bulletin reporting service SB Insight



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	
H160	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	

No. 3785-I-00

1- What is the Reason?

This Information Notice supersedes Information Notice No. 3643-I-00.

Still in the scope of the continuous improvement process, we have managed to improve the flow and return of data between you and Airbus Helicopters.


In addition to previous features, you will now be able to report the technical feedback requested in the Service Bulletins in a simple and quick manner.

R-Text becomes SB Insight and will be included in the AirbusWorld environment. This will enable a better connection with Webtek and a single login (AirbusWorld).

Note: Recording in the SB Insight tool does not replace recording in the helicopter documents.

2- How can I access the SB Insight interface?

Since the introduction of the R-Text tool in 2020, a QR code and a hyperlink have been included in the Service Bulletins. Flash the QR code or click on the hyperlink. As the tool knows your AirbusWorld login, it will open directly in this new interface to fill in the technical form:

 **Validate Compliance**
EC175-05A026

1 General information — 2 Feedback Questionnaire — 3 Compliance

Contact Information

Company	Customer
ISA DOM COM 2000	Peter Antoine

Applied

A/C S/N

5002 ✕

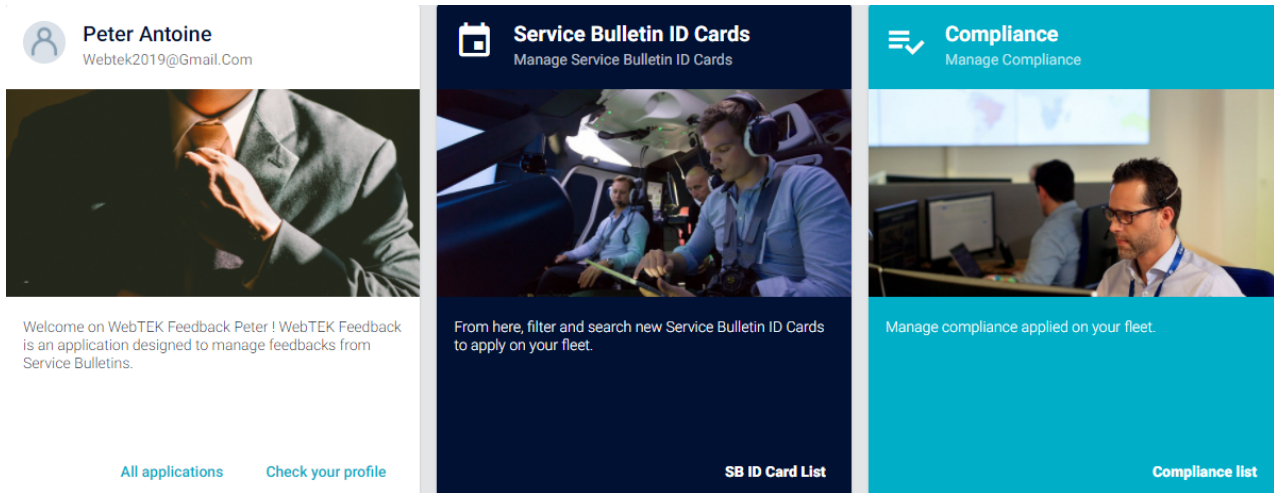
TTSN A/C 5002 (FH) *

155

[Next](#)

No. 3785-I-00

You can also access to the tool directly. You will land on the home page, where you will see the following three tabs. Click on “SB ID Card List” to select the SB concerned, “validate compliance” will open the feedback process.



3- What is the advantage of SB Insight for me? What's new?

- A new technical feedback interface

The focus of these improvements is a more ergonomic and intelligent interface, which brings with it a more efficient way of handling your returns. It also ensures the traceability of exchanges by keeping a history. Currently, depending on your answers, a TE will be created automatically, if the situation needs to be reviewed by Airbus Helicopters.

Validate Compliance
EC175-05A026

1 General information 2 Feedback Questionnaire 3 Compliance

Measurement Of D (RH Side) *

ASBEC175...

Numeric value answer: 0 Unit: mm

Attachment

Measurement Of D (LH Side) *

Numeric value answer: Unit: mm, in

Attachment

Number Of Landing Cycles (LC) *

Numeric value answer: Unit: LC

The Screw, The Nut Retainer And The Trailing Arm Pin Are In Contact (LH Side) *

Yes No

Attachment

No. 3785-I-00

You can select the unit you want from the list

Measurement Of D (LH Side) *

Numeric value answer

Attachment

mm

in

Validate Compliance
EC175-05A026

General information

You can download attachments related to questions

Measurement Of D (RH Side) *



Numeric value answer
0

- A new display interface for your feedback

By clicking on the “Compliance list” tab on the home page, you will find the list of the compliances you have created. As shown below, “SB ID Card driven list” gives you the list of compliances for each SB ID card.

SB ID Card driven list

AS332-PRESB Rev 0

4 Compliances Have Been Applied To This SB ID Card.

Diffusion Date
Feb 1, 2022

SB Type
SB

Ata
02. Flight Test And Instru...

Applied
On Aircraft

[See ID card](#)

BK117-PRESB Rev 0

2 Compliances Have Been Applied To This SB ID Card.

Diffusion Date
Feb 1, 2022

SB Type
SB

Ata
00. Aircraft General

Applied
On Aircraft

[See ID card](#)

Compliance driven list

On the opposite side, “Compliance driven list” gives you a general list of compliances without reference to SB ID cards.

SB ID Card driven list		Compliance driven list					
All Compliances							
State	SB Number	Applied by	Application date	Has pre-SB Questionnaire	Has feedback Questionnaire	Has suggestion	Actions
Opened	BK117-PRESB	Mr. Peter Antoine	Feb 9, 2022	✓	✗	✗	⋮
Opened	AS332-PRESB	Mr. Peter Antoine	Feb 9, 2022	✓	✗	✗	⋮
Done	EC175-05A026	Mr. Peter Antoine	Feb 9, 2022	✗	✓	✗	⋮

No. 3785-I-00

4- What are the other features of SB Insight?

- A simple way to obtain a certificate of compliance is still available at the end of the process, only if there is no TE to be closed before.
- As usual, you can also send us your comments to improve both the tool itself and your experience with it.

Validate Compliance
EC175-05A026

1 General information — 2 Feedback Questionnaire — 3 Compliance

Compliance has been validated

Thank you for validating this compliance. If you wish, you can provide suggestions to help us improve our process.

Fill in suggestion

- By clicking on the “SB ID card list” tab at the center of the home page, you can see all ID cards that have been created. Click on the button below to filter you search.



Refine

Applied

Diffusion Date

Start Date End Date

Aircraft

A/C Family A/C Type

Off Aircraft

Part numbers

SB ID Card

ATA SB Type

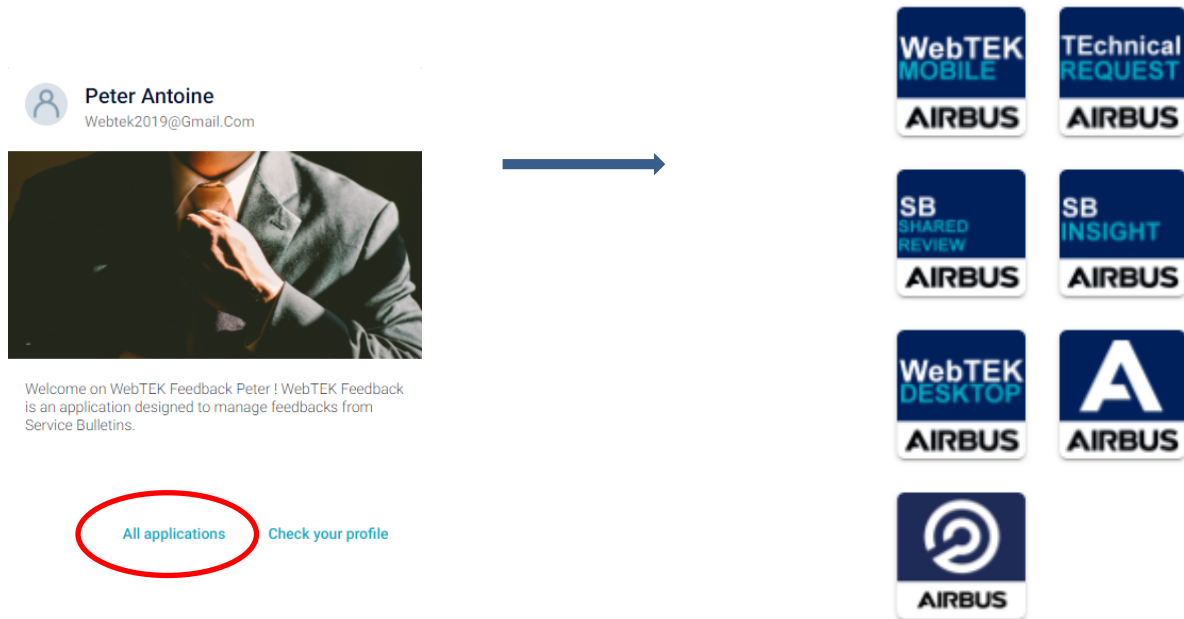
Is Recurrent Yes No Unset

Is editing techData Yes No Unset

Has pre compliance questions Yes No Unset

No. 3785-I-00

- An easier access to your other Airbus tools has also been included in the home page. By clicking on “All applications”, you can reach the other interfaces.



5- In summary, what does SB Insight change in my interactions with Airbus?

This new tool now enables you to send us your technical feedback in a new way, which aims to process and use your data more effectively.

SB Insight is completely integrated in the AirbusWorld environment. Improving our communication tools enables Airbus Helicopters to bring a more specific answer to your needs.