

No. AS350-52.00.65

Civil version(s): B, BA, BB, B1, B2, B3, D
Military version(s): L1

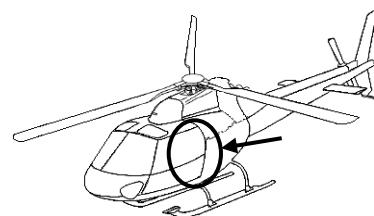
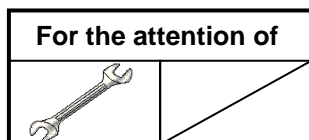
ALERT SERVICE BULLETIN

CORRECTIVE MEASURE

DOORS - Sliding doors

Double locking of the upper rail roller of the LH and/or RH sliding doors and locking markings

Related to modification 0720150



Revision No.	Date of issue
Revision 0	2023-05-23
Revision 1	2024-07-10

Summary:

The objective of this ALERT SERVICE BULLETIN is to:

- Replace the upper link with a double locking in the upper rail roller of the LH and/or RH sliding doors for better safety of the sliding door
- Install a mark on the external face of the LH and/or RH sliding doors in line with the correct locking position of the handle to visualize when the door is fully closed and locked.

Reason for last Revision:

The purpose of this ALERT SERVICE BULLETIN is to cancel the removal of the open cabin door labels on the LH and/or RH sliding doors for helicopters under JCAB regulations and to add instructions to install them, if necessary.

Compliance:

It is mandatory to comply with the instructions contained in this ALERT SERVICE BULLETIN.

Export Control:

US Export Control - No US content. This Item does not contain any U.S. origin ITAR or EAR content.

FR Export Control - Not Listed. This Item is not listed against the EC regulations in the EU/FR

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1. PLANNING INFORMATION



CAUTION

MAKE SURE THAT THE MODIFICATION RELATED TO THIS ALERT SERVICE BULLETIN AGREE WITH THE HELICOPTER CONFIGURATION AT THIS TIME. IF THE MODIFICATIONS DO NOT AGREE WITH THE HELICOPTER CONFIGURATION:

- PREPARE THE NECESSARY ADAPTATION WORK.
- GET THE APPROVAL BY THE APPLICABLE LOCAL AIR TRANSPORT AUTHORITIES.
- COMPLY WITH THE AIRWORTHINESS REQUIREMENTS.

THIS ALERT SERVICE BULLETIN IS WRITTEN FOR THE INITIAL HELICOPTER CONFIGURATION SPECIFIED IN THE INDIVIDUAL INSPECTION LOG BOOK. IT INCLUDES ONLY THE POST-DELIVERY CONFIGURATION CHANGES THAT ARE KNOWN AND APPROVED BY AIRBUS HELICOPTERS.

1.A. EFFECTIVITY

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

Helicopters equipped with the LH and/or RH sliding door fitted with roller reference 350A25-1324-20 or 350A25-1324-22.

NOTE 1

Roller references 350A25-1324-20 and 350A25-1324-22 are parts of sliding doors PRE MOD 0720150.

NOTE 2

You can identify the modification status of the helicopter in the Section of applied modifications records in the Individual Inspection Log Book and/or the Aircraft Log Book.

The operators under JCAB regulations who complied with revision 0 of this ALERT SERVICE BULLETIN must comply with revision 1 of this ALERT SERVICE BULLETIN.

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

- Roller reference 350A25-1324-20 or 350A25-1324-22
- Sliding door fitted with roller reference 350A25-1324-20 or 350A25-1324-22.

NOTE 3

Roller references 350A25-1324-20 and 350A25-1324-22 are parts of sliding doors PRE MOD 0720150.

NOTE 4

You can identify the modification status of the equipment in the Log Cards (FM).

1.B. ASSOCIATED REQUIREMENTS

Not applicable.

1.C. REASON

Revision 0:

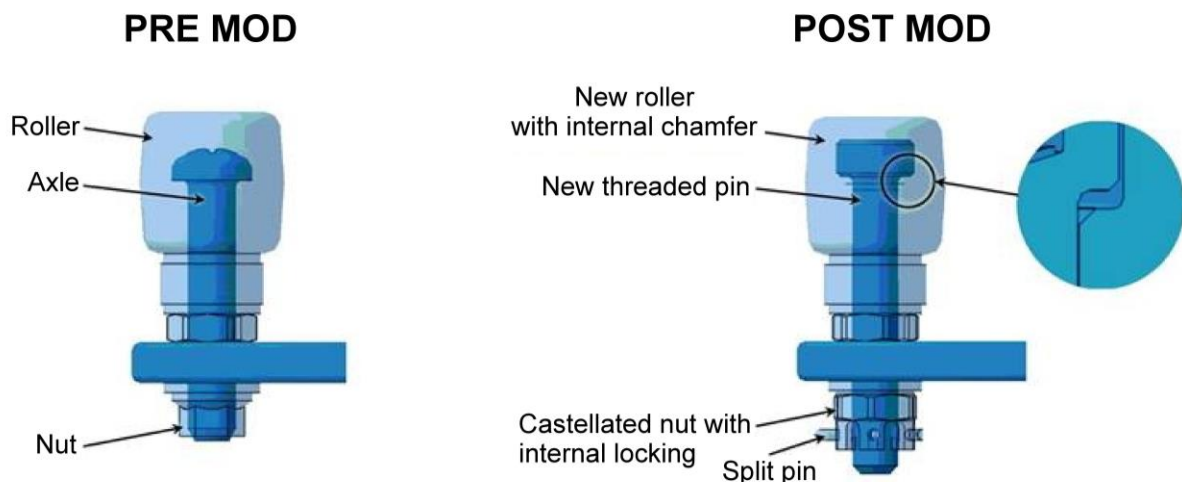
Airbus Helicopters has been informed of a case of sliding door flight loss on an AS350 B3 helicopter. The loss occurred during a flight with the door locked in the open position and had no consequences for the helicopter, the crew and persons on the ground.

The latest analyses of the degradations found on the fixed parts of the helicopter and on the sliding door indicate that the loss of the sliding door were the result of the disengagement of the roller from the upper rail, which led to the separation of the door.

Losing a door in flight can have important consequences for the helicopter and/or persons on the ground. Consequently, Airbus Helicopters requests an update of the upper fitting of the sliding door.

The objective of this ALERT SERVICE BULLETIN is to:

- Replace the upper link with a double locking in the upper rail roller of the LH and/or RH sliding door for better safety of the sliding door
- Install a mark on the external face of the LH and/or RH sliding door in line with the correct locking position of the handle to visualize when the door is fully closed and locked.



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Revision 1:

The purpose of this ALERT SERVICE BULLETIN is to cancel the removal of the open cabin door labels on the LH and/or RH sliding doors for helicopters under JCAB regulations and to add instructions to install them, if necessary.

Revision 1 of this ALERT SERVICE BULLETIN has an effect on the compliance with revision 0 of this ALERT SERVICE BULLETIN (only for helicopters under JCAB regulations).

1.D. DESCRIPTION

This ALERT SERVICE BULLETIN includes the work steps that follow:

- Replacement of the upper link of the sliding door
- Installation of a locking marking on the external face of the sliding door

1.E. COMPLIANCE

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

Helicopters/installed equipment or parts:

Airbus Helicopters makes it mandatory to comply with the instructions of paragraph [3.B.](#) (but this is not applicable to paragraph [3.B.5.](#)) before the delivery of the helicopter.

Non-installed equipment or parts:

For parts listed in paragraph [1.A.2.](#):

Airbus Helicopters makes it mandatory to comply with the instructions of paragraph [3.B.5.](#) before the delivery of the helicopter.

1.E.2. Compliance in service

It is the operator who does the work on the helicopter.

Helicopters/installed equipment or parts:

For the helicopters that complied with none of the revisions of this ALERT SERVICE BULLETIN:

For all helicopters:

Comply with paragraph [3.B.](#) (but this is not applicable to paragraph [3.B.5.](#)) of this ALERT SERVICE BULLETIN not more than 825 flight hours or 24 months and 73 days (the first limit you get to is applicable) after you received revision 0 of this ALERT SERVICE BULLETIN. Refer to the issue date on the page footer.

For the helicopters that complied with the former revision of this ALERT SERVICE BULLETIN:

For helicopters not under JCAB regulations:

No other action is necessary.

For helicopters under JCAB regulations:

Comply with paragraph [3.B.2.c.](#) of this ALERT SERVICE BULLETIN not more than 825 flight hours or 24 months and 73 days (the first limit you get to is applicable) after you received revision 0 of this ALERT SERVICE BULLETIN. Refer to the issue date on the page footer.

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Non-installed equipment or parts:

For parts listed in paragraph [1.A.2.](#):

Comply with paragraph [3.B.5.](#) of this ALERT SERVICE BULLETIN before installation on the helicopter and not more than 24 months and 73 days after you received revision 0 of this ALERT SERVICE BULLETIN. Refer to the issue date on the page footer.

1.F. APPROVAL



The technical content of this document is approved under the authority of the Design Organization Approval ref. EASA. 21J.700. For helicopters operated outside the terrain regulated by the EASA, the application of this document is subject to validation provided by the responsible aviation authority of the state of registry.

The technical content of this document is approved under the prerogatives of the recognition of design capability ref. EMAR21J-015-DGA for French Government helicopters.

The technical content of this document is approved by Airbus Helicopters Airworthiness Department for export military versions.

1.G. MANPOWER



Airbus Helicopters recommends that the personnel who will do this ALERT SERVICE BULLETIN have this qualification:

Qualification: 1 Airframe Technician.



The man-hours are an estimate given for information only and for a standard helicopter configuration.

Estimated Man-hours: 4 hours per sliding door for the Airframe Technician.



The helicopter downtime is an estimate given for information only and for a standard helicopter configuration.

The estimate of the helicopter downtime is: - Half a day for only one sliding door
- One day for two sliding doors.

1.H. WEIGHT AND BALANCE



There is almost no change in weight and moment.

1.I. POWER CONSUMPTION

Not changed.

1.J. SOFTWARE UPGRADES/UPDATES

Not applicable.

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1.K. REFERENCES

These documents are necessary to comply with this ALERT SERVICE BULLETIN:

For B2 and B3 helicopter versions

Aircraft Maintenance Manual (AMM)

AMM: 52-12-00, 4-1: Removal - Sliding Door - Sliding Door
AMM: 52-12-00, 4-2: Installation - Sliding Door - Sliding Door
AMM: 52-12-00, 4-3: Disassembly / Assembly - Sliding door - Sliding Door
AMM: 52-12-00, 5-1: Adjustment / Test - Sliding Door - Sliding Door

For B, BA, BB, B1, D and L1 helicopter versions

Maintenance Manual (MET)

MET: 52-91-10-401: Removal - Installation - Sliding Doors
MET: 52-91-10-403: Tear-down / Build-up - Sliding door - Sliding Doors
MET: 52-91-10-501: Adjustments - Sliding Doors

For all helicopters versions

Standard Practices Manual (MTC)

MTC: 20-02-05-404: Assembly by screws and nuts - Joining
MTC: 20-04-01-102: Use of cleaning products on individual parts and on aircraft - Cleaning
MTC: 20-05-01-101: General sealing methods - General sealing procedures
MTC: 20-05-01-102: General methods for applying sealing compounds - General sealing procedures
MTC: 20-05-01-223: Application of PR 1776 B2 / 1776 S sealing compounds - General sealing procedures
MTC: 20-07-02-201: Helicopter parked in a repair shop - Safety instructions
MTC: 20-07-03-408: Appearance checks on an aircraft after inspection or repair - Technical instructions

Information Notice (IN)

IN: 3481-I-00: The Marketplace: an AirbusWorld eOrdering service
IN: 3686-I-00: Publishing of complementary Instructions for Continued Airworthiness through Delivery Notes
IN: 3785-I-00: Introduction of the digital Service Bulletin reporting service SB Insight

Safety Promotion Notice (SPN)

SPN: 3703-P-00: Foreign Object Damage prevention

1.L. OTHER AFFECTED PUBLICATIONS



The manuals shown below are updated with the modification:

For B, BA, BB, B1, D and L1 helicopter versions

- Maintenance Manual (MET)

For B2 and B3 helicopter versions

- Aircraft Maintenance Manual (AMM)

For all helicopters versions

- Illustrated Parts Catalog (IPC)

1.M. PART INTERCHANGEABILITY OR MIXABILITY

Interchangeability:

The PRE MOD and POST MOD components are not interchangeable.

Mixability:

On helicopters that have a sliding door on the left side and a sliding door on the right side, you must not use the PRE MOD and POST MOD components together.

2. EQUIPMENT OR PARTS INFORMATION

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

Price

The Airbus Helicopters Program Department (Ecureuil) will supply the components free of charge.

Availability

Contact the Sales and Customer Relations Department to know the delivery lead times.

Procurement

Send an order for the necessary quantities to the Airbus Helicopters Network Sales and Customer Relations Department:

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

In the purchase order, write the information that follows:

- The mode of transport
- The destination
- The serial numbers of the helicopters to change.

2.B. LOGISTIC INFORMATION

Not applicable.

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

Label to be ordered for one helicopter or one assembly:

For LH sliding door

Key Word	Qty	New Reference	Item	Former Reference	→	Instruction
Black matte LOCKED label, ENG	1	350A00-0278-20	8			
White matte LOCKED label, ENG	1	350A00-0278-21	9			
Black bright LOCKED label, ENG	1	350A00-0278-22	10			
White bright LOCKED label, ENG	1	350A00-0278-23	11			
Black matte LOCKED label, CHI	1	350A00-0278-24	12			

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Label to be ordered for one helicopter or one assembly (continued):

Key Word	Qty	New Reference	Item	Former Reference	→	Instruction
White matte LOCKED label, CHI	1	350A00-0278-25	13			
Black bright LOCKED label, CHI	1	350A00-0278-26	14			
White bright LOCKED label, CHI	1	350A00-0278-27	15			
Black matte LOCKED label, SPA	1	350A00-0278-28	16			
White matte LOCKED label, SPA	1	350A00-0278-29	17			
Black bright LOCKED label, SPA	1	350A00-0278-30	18			
White bright LOCKED label, SPA	1	350A00-0278-31	19			
Black matte LOCKED label, RUS	1	350A00-0278-32	20			
White matte LOCKED label, RUS	1	350A00-0278-33	21			
Black bright LOCKED label, RUS	1	350A00-0278-34	22			
White bright LOCKED label, RUS	1	350A00-0278-35	23			
Black matte LOCKED label, JAP	1	350A00-0278-36	24	350A00-0231-39		Discard
White matte LOCKED label, JAP	1	350A00-0278-37	25	350A00-0231-39		Discard
Black bright LOCKED label, JAP	1	350A00-0278-38	26	350A00-0231-39		Discard
White bright LOCKED label, JAP	1	350A00-0278-39	27	350A00-0231-39		Discard
Open door cabin LH label		350A00-0231-38	50			NOTE 1

NOTE 1

Item (50) is only for helicopters under JCAB regulations that already complied with revision 0 of this ALERT SERVICE BULLETIN.

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Label to be ordered for one helicopter or one assembly (cont.):

For RH sliding door

Key Word	Qty	New Reference	Item	Former Reference	→	Instruction
Black matte LOCKED label, ENG	1	350A00-0281-20	28			
White matte LOCKED label, ENG	1	350A00-0281-21	29			
Black bright LOCKED label, ENG	1	350A00-0281-22	30			
White bright LOCKED label, ENG	1	350A00-0281-23	31			
Black matte LOCKED label, CHI	1	350A00-0281-24	32			
White matte LOCKED label, CHI	1	350A00-0281-25	33			
Black bright LOCKED label, CHI	1	350A00-0281-26	34			
White bright LOCKED label, CHI	1	350A00-0281-27	35			
Black matte LOCKED label, SPA	1	350A00-0281-28	36			
White matte LOCKED label, SPA	1	350A00-0281-29	37			
Black bright LOCKED label, SPA	1	350A00-0281-30	38			
White bright LOCKED label, SPA	1	350A00-0281-31	39			
Black matte LOCKED label, RUS	1	350A00-0281-32	40			
White matte LOCKED label, RUS	1	350A00-0281-33	41			
Black bright LOCKED label, RUS	1	350A00-0281-34	42			
White bright LOCKED label, RUS	1	350A00-0281-35	43			
Black matte LOCKED label, JAP	1	350A00-0281-36	44	350A00-0231-38		Discard
White matte LOCKED label, JAP	1	350A00-0281-37	45	350A00-0231-38		Discard
Black bright LOCKED label, JAP	1	350A00-0281-38	46	350A00-0231-38		Discard
White bright LOCKED label, JAP	1	350A00-0281-39	47	350A00-0231-38		Discard
Open door cabin RH label		350A00-0231-39	49			NOTE 2

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NOTE 2

Item (49) is only for helicopters under JCAB regulations that already complied with revision 0 of this ALERT SERVICE BULLETIN.

Refer to the table below to identify the labels to be installed:

Helicopter painting	Sliding door	Item by language				
		English	Chinese	Spanish	Russian	Japanese
Matte light color	Left side	8	12	16	20	24
	Right side	28	32	36	40	44
Matte dark color	Left side	9	13	17	21	25
	Right side	29	33	37	41	45
Bright light color	Left side	10	14	18	22	26
	Right side	30	34	38	42	46
Bright dark color	Left side	11	15	19	23	27
	Right side	31	35	39	43	47

Kits to be ordered for one helicopter or one assembly:

Key Word	Qty	New Reference	Item	Former Reference	→	Instruction
KIT FOR UPPER ROLLER OF SLIDING DOOR		350A08-6766-0071				
Roller	1	350A25-1324-23	1	350A25-1324-20 or 350A25-1324-22		Discard
Threaded pin	1	350A25-1358-20	2			
Spring washer	1	350A25-0030-53	3			
Nut	1	22435BC060L	4			
Flat washer	3	23111AG060LE	5			
Castellated hex. nut	1	ASNA0045BC060L	6			
Split pin	1	EN2367-14014	7			

NOTE 3

This kit is for one RH door or one LH door. If the helicopter has sliding doors on the right side and on the left side, it is necessary to send an order for 2 kits.

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Consumables to be ordered separately:

Refer to the Work Cards and Tasks identified in this ALERT SERVICE BULLETIN and the list below:

Key Word	Qty	Reference	CM	Item
Sealing compound	0.2 kg	ECS2068-3528	6240	48

You can send an order for the consumables from the AirbusWorld Marketplace through e-ordering (IN 3481-I-00).

If you cannot get access to e-ordering, please contact your Logistic Focal Point.

Special tools:

Refer to the Work Cards and Tasks identified in this ALERT SERVICE BULLETIN.

2.D. EQUIPMENT OR PARTS TO BE RETURNED

Not applicable.

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3. ACCOMPLISHMENT INSTRUCTIONS

3.A. GENERAL

- Comply with the instructions on the use of cleaning products on individual parts and on aircraft. Refer to Work Card 20-04-01-102 (MTC).
- Comply with the general instructions on sealing methods. Refer to Work Card 20-05-01-101 (MTC).
- Comply with the general instructions on the application of sealing compounds. Refer to Work Card 20-05-01-102 (MTC).
- Comply with the instructions on the application of PR 1776 B2 / 1776 S sealing compounds. Refer to Work Card 20-05-01-223 (MTC).
- Comply with the general safety instructions on helicopters parked in a repair shop. Refer to Work Card 20-07-02-201 (MTC).

Unless specified differently, apply the standard values of tightening torque. Refer to Work Card 20-02-05-404 (MTC).

3.B. WORK STEPS



CAUTION

MAKE SURE THAT YOU PREVENT ALL POSSIBLE FOREIGN OBJECT DAMAGE (FOD). REFER TO SPN 3703-P-00.

3.B.1. Preliminary steps

- Park the helicopter in a hangar.
- Install the applicable access equipment.
- Remove and/or open all applicable cowlings, panels, doors and other items of equipment to get access to the different work areas.

3.B.2. Procedure

NOTE 1

This ALERT SERVICE BULLETIN gives the procedure for the right side. You can use the same procedure for the left side.

3.B.2.a. Replacement of the upper link of the sliding door ([Figure 1](#))

3.B.2.a.1. Removal of the sliding door ([Figure 1](#))

- Remove the sliding door (a). Refer to:
 - . Task 52-12-00, 4-1 (AMM) (for B2 and B3 helicopter versions)
 - . Work Card 52-91-10-401 (MET) (for B, BA, BB, B1, D and L1 helicopter versions).

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3.B.2.a.2. Disassembly of the upper link of the sliding door ([Figure 1](#))

- Refer to the principle of:
 - . Task 52-12-00, 4-3 (AMM) (for B2 and B3 helicopter versions)
 - . Work Card 52-91-10-403 (MET) (for B, BA, BB, B1, D and L1 helicopter versions) to remove from the sliding door (a) (DETAIL B - PRE MOD and SECTION C-C):
 - . The hook (b)
 - . The hardware (not shown).
- Remove and discard from the hook (b) (DETAIL B - PRE MOD and SECTION C-C):
 - . The roller (c)
 - . The screw (d)
 - . The flat washers (e)
 - . The spring washer (f)
 - . The nuts (g) and (h).

3.B.2.a.3. Assembly of the upper link of the sliding door ([Figure 1](#))

- Install in the hook (b) (DETAIL B - POST MOD and SECTION D-D):
 - . The roller (1)
 - . The threaded pin (2)
 - . The spring washer (3)
 - . The nut (4)
 - . The flat washers (5)
 - . The castellated hex. nut (6).
- Tighten the castellated hex. nut (6) to a minimum torque of 0.2 daN.m (17.7 lbf.in).
- After torque application, turn the castellated hex. nut (6) a maximum of 1/6 turn (without exceeding a maximum torque of 0.8 daN.m (70.8 lbf.in)) to align the hole of the threaded pin (2) with the following slot.
- Install the split pin (7) in the castellated hex. nut (6).
- Make sure that the split pin (7) is parallel to the axis (A) of the hook (b) end (DETAIL E).
- Clean the work area.
- Apply a layer of sealing compound (48) on (DETAIL F):
 - . The threaded pin (2)
 - . The washer (5)
 - . The castellated hex. nut (6)
 - . The split pin (7).
- Refer to the principle of:
 - . Task 52-12-00, 4-3 (AMM) (for B2 and B3 helicopter versions)
 - . Work Card 52-91-10-403 (MET) (for B, BA, BB, B1, D and L1 helicopter versions) to install the hook (b) with its hardware (not shown) in the sliding door (a) (DETAIL B - POST MOD and SECTION D-D).

3.B.2.a.4. Installation of the sliding door ([Figure 1](#))

- Install the sliding door (a). Refer to:
 - . Task 52-12-00, 4-2 (AMM) (for B2 and B3 helicopter versions)
 - . Work Card 52-91-10-401 (MET) (for B, BA, BB, B1, D and L1 helicopter versions).

3.B.2.b. Installation of a locking marking on the external face of the sliding door ([Figure 2](#))

- Clean the work area.
- Bond the label on the external face of the sliding door (a) in line with the correct locking position of the handle (j) (DETAIL A - POST MOD).

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3.B.2.c. Installation of an open label on the external face of the sliding doors ([Figure 3](#))

NOTE 2

This paragraph is only for helicopters under JCAB regulations that already complied with the former revision of this ALERT SERVICE BULLETIN.

- Clean the work area.
- As applicable, bond the open door cabin LH label (50) and/or RH label (49) to the external face of the sliding door (a). Refer to the correct opening position and the correct closing position of the door handle (DETAIL A).

3.B.3. Tests

Make sure that:

- The adjustment of the sliding door (a) is correct. Refer to:
 - . Task 52-12-00, 5-1 (AMM) (for B2 and B3 helicopter versions)
 - or
 - . Work Card 52-91-10-501 (MET) (for B, BA, BB, B1, D, L1 helicopter versions).
- The sliding door (a) operates correctly by maneuvering it several times (normal maneuvering loads)
- It is aligned with the crew door.
- The sliding door (a) locks correctly.

3.B.4. Final steps

- Remove all the tools, the materials and the equipment from your work area.
- Clean and apply the close-up procedure to the work areas and the helicopter. Refer to Work Card 20-07-03-408 (MTC).
- Install or close all cowlings, panels, doors and items of equipment that you removed and/or opened during the preliminary steps (paragraph [3.B.1.](#) of this ALERT SERVICE BULLETIN).
- Remove the access equipment.

3.B.5. Work steps for non-installed equipment or parts

- Discard the roller reference 350A25-1324-20 or 350A25-1324-22.
- Do the modification of the door(s) before installation on the helicopter.
Refer to paragraphs [3.B.2.a.2.](#), [3.B.2.a.3.](#) and [3.B.2.b.](#) of this ALERT SERVICE BULLETIN.

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3.C. RECORD OF COMPLIANCE

Compliance with this document:

- Record the full compliance with this ALERT SERVICE BULLETIN, with the revision number, in the helicopter documents.
- Record compliance with this ALERT SERVICE BULLETIN (see IN 3785-I-00 for instructions):
QR code or hypertext link



NOTE 3

The recording of compliance with ALERT SERVICE BULLETINS in the SB Insight tool does not replace the recording in the helicopter documents.

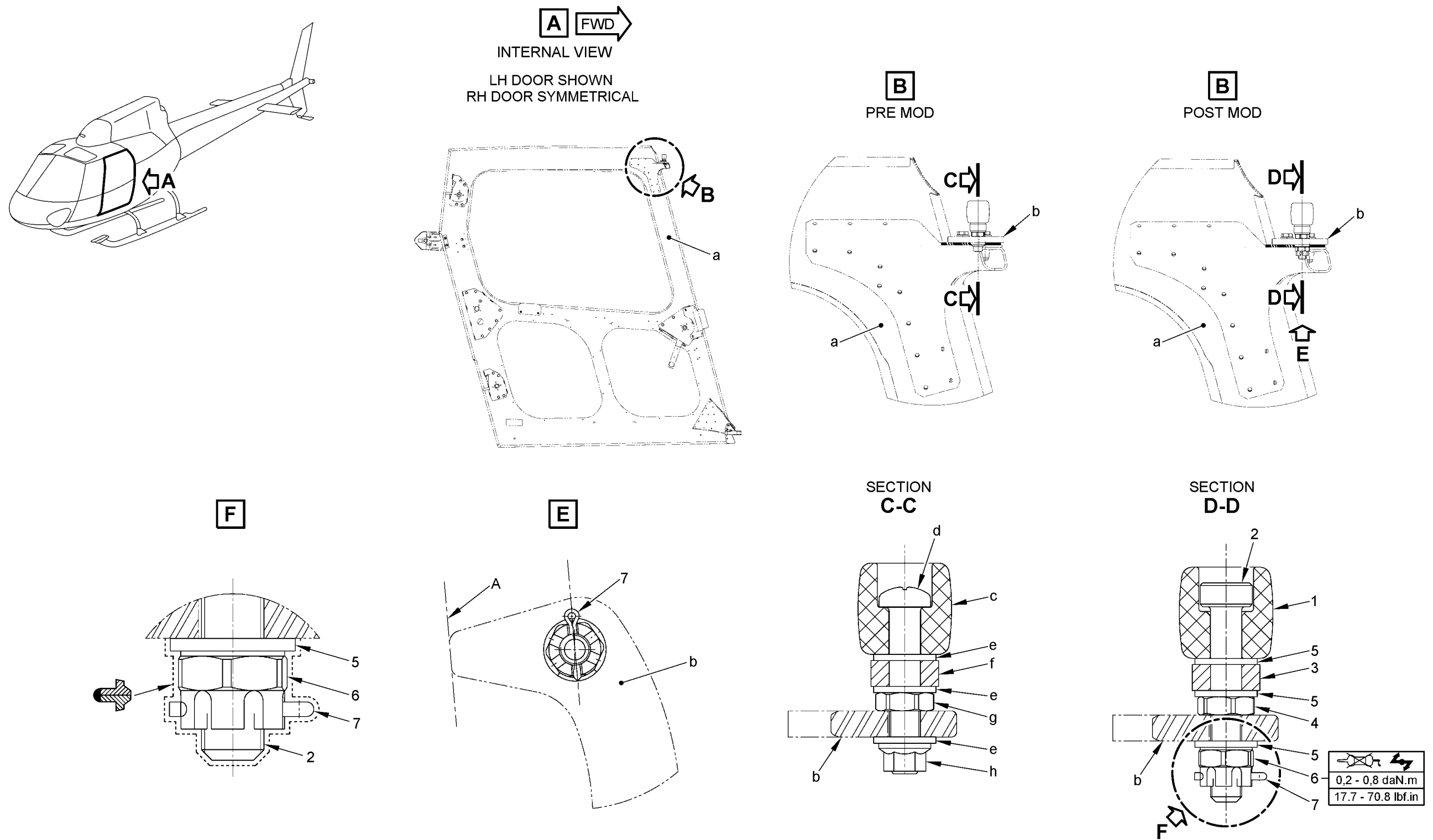
[ASB AS350 52.00.65](#)

Tracking of modifications in the documentation:

Record the modification 0720150 in the helicopter documents.

3.D. OPERATING AND MAINTENANCE INSTRUCTIONS

Not applicable.



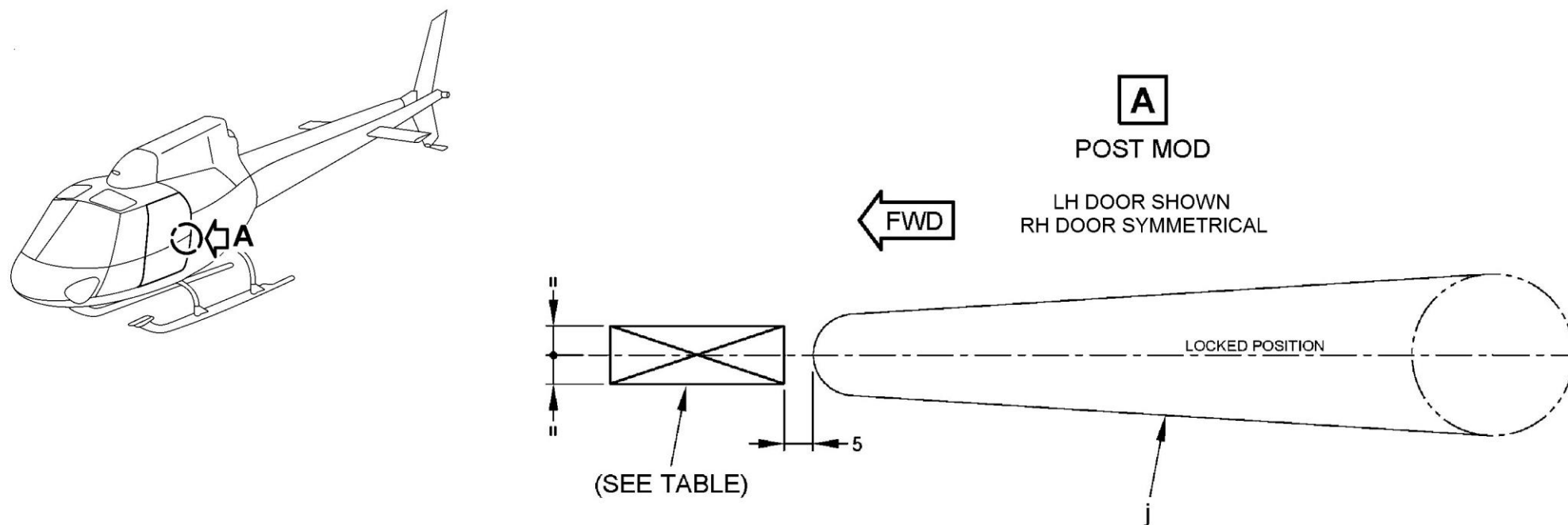
Back to paragraph [3.B.2.a](#).

Figure 1

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HELICOPTER PAINTING	SLIDING DOOR	ITEM BY LANGUAGE				
		ENGLISH	CHINESE	SPANISH	RUSSIAN	JAPANESE
MATTE LIGHT COLOR	LEFT SIDE	8	12	16	20	24
	RIGHT SIDE	28	32	36	40	44
MATTE DARK COLOR	LEFT SIDE	9	13	17	21	25
	RIGHT SIDE	29	33	37	41	45
BRIGHT LIGHT COLOR	LEFT SIDE	10	14	18	22	26
	RIGHT SIDE	30	34	38	42	46
BRIGHT DARK COLOR	LEFT SIDE	11	15	19	23	27
	RIGHT SIDE	31	35	39	43	47

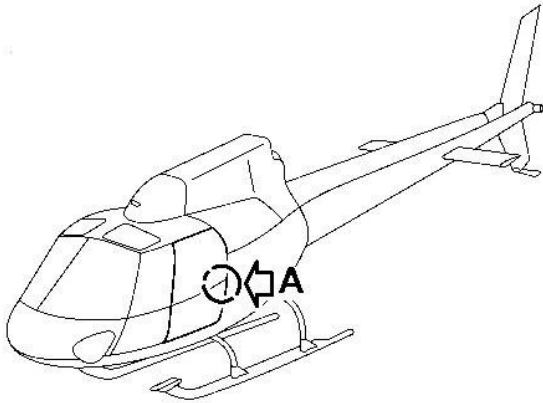
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Figure 2

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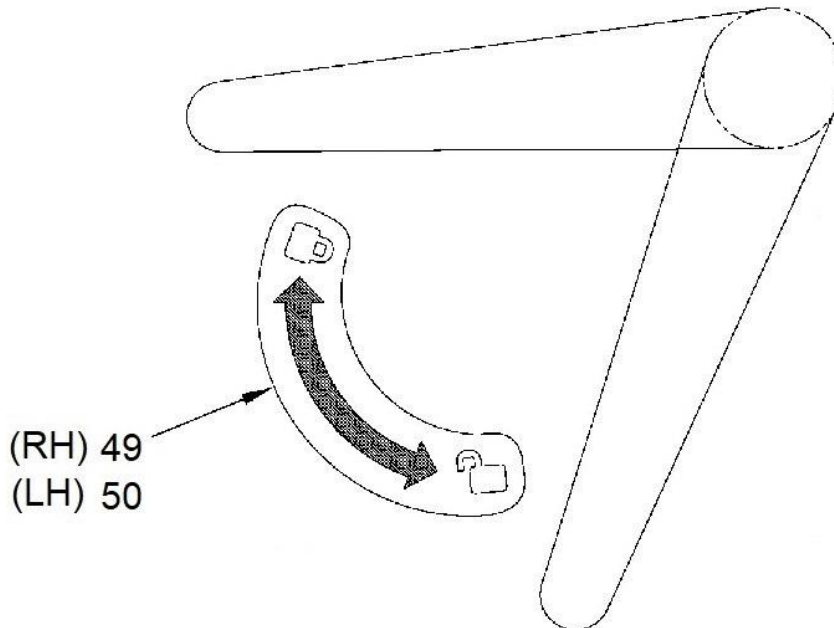
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A

(ONLY FOR HELICOPTERS UNDER
JCAB REGULATIONS)

LH DOOR SHOWN
RH DOOR SYMMETRICAL



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Figure 3

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