

INFORMATION LETTER

DATE: **March 30th, 2021**No.: **GEN-21-099**

To: All Leonardo Helicopters products
Owners / Operators / Service Centres

**SUBJECT: Distribution Policy of LH Communications on
Products Support and Services**

Helicopters Affected: All Leonardo Helicopters products

Dear Customer,

In the continuous effort to be effective in the way we communicate to Customers, Leonardo Helicopters (LH) is pleased to announce the new distribution policy for communications regarding the support of our Products and Services.

All information relevant to the support of our Products and Services will be conveyed through the following vehicles:

- **Safety Letters (SL):** information notices aimed at promoting safety in every phase of helicopter operations and maintenance.
- **Service Information Letters (SIL):** they will replace current Information Letter and will be used to announce the availability of new Services or communicate improved features and capabilities on the way we provide our Services.

Note: SILs replace the communications that have been released until today as Information Letters.

- **Technical Information Letters (TIL):** they will replace current ISE communications and will be normally issued with the following purpose:
 - To accompany the release of Technical Instructions, when LHD desires to provide background information or complementary information in support of the Technical Instruction implementation (e.g. logistic instructions, commercial policy).

- To provide clarifications and reminders about adherence to existing procedures or request feedback from the Operators, based on what gets reported from the in-service fleet.

Note: TILs replace the communications that have been released until today as In Service Event (ISE) and in some cases as Information Letters.

The numbering system for SIL and TIL is explained in the Annex to this Information Letter.

It shall be highlighted that the abovementioned communications shall not be considered Technical Instructions, which remain delivered via the relevant channels (e.g. Technical Publications updates, Service Bulletins and answers to Technical Queries).

Should you need any additional information, please do not hesitate to refer to the point of contact provided with the Customer Support & Training Worldwide Directory, available on the Leonardo Customer Portal at this [link](#).

Yours Sincerely,



Giovanni Cecchelli
Leonardo Helicopters
Vice President
Customer Support & Services Italy

ANNEX

Information Letters Numbering System

The new Information Letters (SIL and TIL) will follow this numbering system.

X - App - Year - Num

X	=	T	Technical Information Letter (TIL)
		S	Service Information Letter (SIL)
			<i>Note: TIL and SIL have two independent numbering system</i>
		GEN	TIL or SIL applicable to all helicopter models
		139	TIL or SIL applicable to AW139 helicopter model
		169	TIL or SIL applicable to AW169 helicopter model
		189	TIL or SIL applicable to AW189 helicopter model
		109	TIL or SIL applicable to A109A and/or A109All and/or A109C and/or A109K2 helicopter models
		109E	TIL or SIL applicable to A109E helicopter model
		109S	TIL or SIL applicable to A109S (Trekker variant included) helicopter model
		109SP	TIL or SIL applicable to AW109SP helicopter model
App	=	109L	TIL or SIL applicable to A109LUH/LOH helicopter models
		109BA	TIL or SIL applicable to A109BA helicopter model
		119	TIL or SIL applicable to A119/AW119MkII helicopter models
		AB204	TIL or SIL applicable to AB204 helicopter model
		AB205	TIL or SIL applicable to AB205 helicopter model
		AB206	TIL or SIL applicable to AB206 helicopter model
		AB212	TIL or SIL applicable to AB212 helicopter model
		AB412	TIL or SIL applicable to AB412 helicopter model
		AB47	TIL or SIL applicable to AB47 helicopter model
		CH47	TIL or SIL applicable to CH47C helicopter model
Year	=	21, 22, ...	Last two digits of the year of release (e.g. 21 means that the SIL/TIL is released in 2021)
Num	=	001, 002, ...	Three digits progressive number <i>Note: numbering restarts from 001 when the year changes</i>