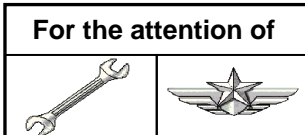


## Information Notice

**SUBJECT: GENERAL**

Technical Request service – New features



| 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      | C, C1, C2, C3, N, N1, N2, N3   | F, Fs, Fi, K, K2           |
| AS565              | –  | MA, MB, SA, SB, UB, MBe    |
| SA366              | G1   | 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)               |
| H160               | B  | –                          |
| 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. 3875-I-00

### 1. Introduction

Airbus Helicopters is committed to comply with international regulations and to continuously improve your AirbusWorld service 'TEchnical Request' for a better experience.

On the 9th of February 2023, a new version of your 'Technical Request' application was released to introduce two new features:

- TEchnical request (TE) Follow up
- Improvement of TE compliance to Export Control regulations.

### 2. TEchnical request Follow-up

The TE Follow up functionality was developed thanks to the feedback from operators requesting the possibility to keep a TE live to follow a mid or long term action.

After Airbus Helicopters has sent the answer to the Customer's request, the Customer is offered the possibility to keep the TE live in a 'Follow-up' status in order to request and follow a mid or long term action.

This new opportunity for Customers may be utilized for example when:

- Technical troubleshooting is completed needing a part replacement and the Customer would like to wait for spare part(s) exchange to confirm the technical solution
- Technical documentation (Tech Data, Service Bulletin, etc.) need to be updated and Customer wants to wait until publication of the document with the subject updates
- AH ask for a close monitoring of the H/C and the Customer wish the possibility to provide feedback during and at the end of the monitoring period
- Temporary repair solution is provided by AH and the final repair is still to be carried out.

The TE can be closed when the mid or long term action is completed. Triggering of the TE closure can be initiated by the Customer or Airbus Helicopters.

### 3. Export Control

Based on national and U.S. extra-territoriality regulations, 'Tangible' items (Hardware: parts/equipment) and 'Intangible' items (Technical information, diagrams, mails, documents...) are subject to Export Control. The intangible exports are subject to the same restrictions as the tangible exports.

Airbus Helicopters have existing processes for classifying and applying Export Control regulations on tangible items. The additional functionality in the 'TEchnical Request' application will assist the Airbus Helicopters technical support network teams in complying with the regulations for exporting intangible goods.

The TE classification level will be available to the Customers in:

- the TE header
- the notification email received when Airbus Helicopters send a message.

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The unique impact for the Customers is when the TE is classified Export Control: the notification email will not display the message content and the attached files.

The Customer will be able to access the TE in the 'TEchnical Request' application to read the new message.

Airbus Helicopters reminds operators that Civil registered Helicopters may contain Dual use or Military equipment and technically sensitive information related to this equipment is subject to export control where licenses may be required. The 'TEchnical Request' application will restrict the visibility of such TE's and operators are also subject to restrictions with respect to such intangible exports.

Reminder that operators loading sensitive technical information into 'TEchnical Request' application are subject to export control.

Additionally, customers loading sensitive technical information into 'TEchnical Request' application are also subject to Export Control.

Technical support to Countries (or operators) subject to Sanctions will be limited.

User Guides detailing these new functionalities are available in AirbusWorld portal, as well as in the User Guide section of the 'TEchnical Request' application.