

IN SERVICE EVENT NOTIFICATIONReference: **ISEN-21-002**Date: **September 15, 2021**

TO: All AW189 Owners / Operators**SUBJECT: AW189 - In-Service Event Notification**

Dear Customer,

with the present letter Leonardo Helicopters (LH) wishes to inform you about an In-Service Event occurred on an AW189.

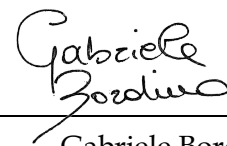
On ground, during a period of preservation of the Helicopter, an un-commanded activation of the LH Life Raft was reported. No damage to the personnel, to the helicopter or to the surrounding hangar was reported.

LH immediately started the investigation of the event in order to identify the root cause of the occurrence. In parallel to the progress of the activities, LH would like to take this opportunity to recommend to pay particular attention to the installation phases of the Life Raft (kit P/N 8G2560F00511), carefully taking as reference the AW189 Maintenance Manual and to verify the compliance to all the Service Bulletin issued on the system (SB189-121 and SB189-279).

Further communications will follow through the usual official LH channels as necessary.

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

Yours Sincerely,



Gabriele Bordino
Head of Product Support Engineering