

# GENERAL SERVICE LETTER

SUPPORT AND SERVICE DIVISION  
40220 Tarnos – France  
Tel. (33) (0) 5 59 74 40 00

JFE/RS/CL

**General Service Letter No. 2173/02 - 11<sup>th</sup> issue**

**This Service Letter supersedes the issue dated February 24, 2021**

**Subject: All engines  
Information about Accidents and Incidents.**

Dear Sir or Madam,

This 11<sup>th</sup> version is intended to clarify occurrences for which an incident report is not required to be sent to Safran Helicopter Engines.

## **General**

Safran Helicopter Engines continuously seeks to improve the safety and reliability of its equipment. With that in mind, we would like to stress the importance of operators reporting to Safran Helicopter Engines all Accidents/Incidents that occur during operation or that are noticed when returning the equipment to a Repair Center.

The reported incident/accident information allows us to analyze the occurrences as well as develop appropriate actions for the operating fleet in compliance with the airworthiness authorities.

In addition, this information allows accurate identification of the affected equipment and is essential for understanding the findings made during the investigations on the equipment returned to Safran Helicopter Engines.

The definitions of the terms "Accident" and "Incident" based on Appendix 13 of the ICAO (International Civil Aviation Organization) are given below: "Accidents" or "Incidents" to be reported are the events related to the operation of a helicopter or an airplane.

ENR0650\_I

## **Accidents**

An "Accident" is defined as any occurrence during which at least one of the following conditions is reported:

- A fatality or injury involving any crew, passenger or ground personnel.
- The aircraft's structural, performance or flight characteristics are altered necessitating major repair or replacement of damaged parts.
- The aircraft has disappeared or is unrecoverable.

Safran Helicopter Engines must be notified of all "Accidents", even when the engine(s) or the Safran Helicopter Engines STC<sup>1</sup>, installed on the aircraft, is not suspected to be the cause of the accident.

## **Incidents**

An "Incident" is defined as any occurrence (other than an accident) during engine operation (running engine or in the start phase) in operational flight, training flight, technical flight, ground run at the operator's or acceptance flight at the aircraft manufacturer or equipment under STC, AND which compromises or may compromise safe operation and equipment use.

Note: occurrences whose consequence does not affect safety are not defined as "Incidents" if:

- These occurrences occur when applying a maintenance task (example: engine power check, equipment inspection after replacement, scheduled maintenance task,...), during a ground run or a technical flight whose purpose is to detect this type of occurrences.
- The finalized troubleshooting does not result in the removal of an equipment under Safran Helicopter Engines responsibility.

With regards to "Incidents", we ask that you only report to Safran Helicopter Engines occurrences where an equipment managed by Safran Helicopter Engines (engine or Safran Helicopter Engines STC) is:

- Either suspected to be related to the cause of the incident.
- Or cannot be returned to service due to the occurrence.

This definition of "Incident" notably includes the following occurrences:

1. General:
  - a. Occurrence resulting in the application of an in-flight emergency procedure per the Flight Manual (except for Fuzz Burner use if doing so enabled mission completion),
  - b. Occurrence for which the associated final fault isolation did not authorize the return to service of the undressed engine or its main equipment items (EECU or FCU),

---

<sup>1</sup> Following the cease in activity of its CGTM subsidiary, Safran Helicopter Engines has adopted responsibility for the equipment developed and supported by this company, notably STCs (Supplemental Type Certificates) issued by a civil airworthiness authority.

- c. Occurrence having a major impact on all engines on the multi-engine aircraft simultaneously,
  - d. Failure leading to a significant reduction of safety margin, or significant increase in the pilot workload.
2. Engine shutdown, engine power loss:
  - a. Uncommanded engine shutdown, or commanded engine shutdown,
  - b. Significant and sudden variation or loss of engine power either on the ground or in flight.
3. Engine indication:
  - a. Illumination of an engine warning light,
  - b. Uncommanded or uncontrollable variation of power,
  - c. Inability to stop the engine,
  - d. Inability to restart the engine in flight,
  - e. For jet engines: uncommanded or uncontrollable high thrust, significant thrust in a direction different to that requested.
4. Fire:
  - a. Engine fire
  - b. Fire in engine compartment,
  - c. Abnormal heating causing significant marks on the engine or its equipment items,
5. Mechanics:
  - a. Failure of the engine attachment system with or without engine separation from the airframe,
  - b. FOD resulting in significant damage to the engine or its equipment items and affecting completion of the mission,
  - c. Any loss, rupture or damage of parts or equipment items that can compromise the safety of the mission,
  - d. Vibration levels leading to crew or passengers discomfort.
6. Toxic:
  - a. Smoke or toxic products in the cabin air conditioning system causing discomfort for the crew or passengers.

Information to be reported to Safran Helicopter Engines

We respectfully request that you report any and all of the above-defined "Accident" or "Incident" occurrences to Safran Helicopter Engines **within the shortest possible time** (Safran Helicopter Engines must report all major events to the EASA within 72 hours of their occurrence). When doing so, please provide at minimum the following information:

- Type, serial number, registration number and operating hours of the aircraft,
- Type, serial number and operating hours of the engine(s) concerned,
- Modular composition,
- Designation and serial number of Safran Helicopter Engines STC, where applicable,
- Description of the occurrence including the location, date and time,
- Pilot's report, if available,
- Description of physical injury or harm to passengers, crew or any person on the ground,
- Description of the aircraft and/or engine damage,
- Maintenance action following the occurrence,
- Information indicating whether, at the time of the occurrence, the engine was used in a configuration authorized by the MMEL, if one exists,
- For aircraft fitted with DECU and/or EDR, DUMPs of DECU and EDR.

Information reporting conditions to Safran Helicopter Engines

Please forward this information to your usual Safran Helicopter Engines representative (Field Rep or local Safran Helicopter Engines site).

We recommend the use of the attached forms in Appendices 1 and 2 to report this information. These forms are also available on the EngineLife<sup>®</sup> website in WORD format, access path: my EngineLife<sup>®</sup> Customer Portal/ My E-services / E-Infos / Accidents reports. However, any other document that includes the above information is acceptable.

Moreover, we remind you of the General Service Letter No. 1884/99, which deals with feedback on information regarding technical occurrences and recommends completing and submitting a "Technical Occurrence Report" (Appendix 1 of the Service Letter).

We strongly encourage you to use the Technical Occurrence Report to report an Incident/Accident.

In the event of serious accident requiring Safran Helicopter Engines to act quickly, a 24-hour emergency number and a generic e-mail address are at your disposal to communicate with Safran Helicopter Engines France accident investigators.

The number is: + **33.6.84.34.74.54**. Please contact us if you require further information or assistance.

The e-mail address is: [invest-acc.fr.she@safrangroup.com](mailto:invest-acc.fr.she@safrangroup.com).

Equipment to be returned to Safran Helicopter Engines

We ask you to ship any equipment involved in incidents or accidents to Safran Helicopter Engines with as little delay as possible. Please contact your Front Office representative (FR, CSR) before shipping to obtain needed information regarding the return procedure and the destination site.

For incidents related to illumination of the "chip" warning light, it is important to keep the collected metal particles and to send them for analysis. This will facilitate identification of the damaged part that initially caused the chip light occurrence. Particles can be sent to Safran Helicopter Engines or to an approved laboratory for analysis.

When shipping this equipment, the completed form "Equipment returned for investigation following an "incident or an accident" (Appendix 3 also available on EngineLife® website in WORD format) should be visible on the package, in order to facilitate timely analysis and follow-up.

Please contact us if you require further information or assistance.

Yours faithfully,

Technical Support Department



J-F. ESCURET

APPENDIX 1

**INCIDENT REPORT - 1ST INFORMATION**

1) OCCURRENCE:		Report No.:	
Date:			
Place:			
2) TYPE OF AIRCRAFT:		S/N:	
Registration:		TSN:	
3) TYPE OF ENGINE:		Variant:	
S/N #1:		S/N #2:	
TSO:		TSO:	
TSN:		TSN:	
4) MODULAR COMPOSITION:			
M01:	P/N:	S/N:	S/N:
M02:	P/N:	S/N:	S/N:
M03:	P/N:	S/N:	S/N:
M04:	P/N:	S/N:	S/N:
M05:	P/N:	S/N:	S/N:
FCU:	P/N:	S/N:	S/N:
EECU:	P/N:	S/N:	S/N:
5) Safran Helicopter Engines STC Designation:			S/N:
6) OWNER:			
ADDRESS:			
7) OPERATOR:			
ADDRESS:			
8) CIRCUMSTANCES:			
Enclose the Pilot's Report if available			
9) PART REPLACED: (to be returned to Safran Helicopter Engines for investigation)			
10) COMMENTS:			
11) COMPLETED BY:			DATE:

APPENDIX 2

**ACCIDENT REPORT - 1ST INFORMATION**

<b>1)</b>	<b>OCCURRENCE:</b> Date: Place:	<b>Report No.:</b>
<b>2)</b>	<b>TYPE OF AIRCRAFT:</b> Registration:	<b>S/N:</b> <b>TSN:</b>
<b>3)</b>	<b>TYPE OF ENGINE:</b>	<b>Variant:</b>
	S/N #1: TSO: TSN:	S/N #2: TSO: TSN:
<b>4)</b>	<b>MODULAR COMPOSITION:</b>	
	M01: P/N: S/N:	P/N: S/N:
	M02: P/N: S/N:	P/N: S/N:
	M03: P/N: S/N:	P/N: S/N:
	M04: P/N: S/N:	P/N: S/N:
	M05: P/N: S/N:	P/N: S/N:
	FCU: P/N: S/N:	P/N: S/N:
	EECU: P/N: S/N:	P/N: S/N:
<b>5)</b>	<b>Safran Helicopter Engines STC Designation:</b>	<b>S/N:</b>
<b>6)</b>	<b>OWNER:</b>  <b>ADDRESS:</b>	
<b>7)</b>	<b>OPERATOR:</b>  <b>ADDRESS:</b>	
<b>8)</b>	<b>CIRCUMSTANCES:</b>  Enclose the Pilot's Report if available	
	<b>Number</b>	<b>Fatally injured</b>
	<b>Seriously injured</b>	<b>Slightly injured</b>
	<b>Unhurt</b>	
<b>Crew</b>		
<b>Passengers</b>		
<b>Person outside A/C</b>		
<b>9)</b>	<b>DAMAGE:</b>	
<b>10)</b>	<b>COMMENTS:</b>	
<b>11)</b>	<b>COMPLETED BY:</b>	<b>DATE:</b>

**APPENDIX 3**



Please affix this form to the package containing the equipment to be returned and fax a copy to: [invest-acc.fr.she@safrangroup.com](mailto:invest-acc.fr.she@safrangroup.com)

**EQUIPMENT RETURNED FOR INVESTIGATION  
FOLLOWING AN INCIDENT  / AN ACCIDENT**

Specify the equipment returned:

Designation:	P/N:	S/N:
-	-	-
-	-	-
-	-	-

Engine of origin (for accessories):

Type:

S/N:

---

***Note pour la réception / Note for Receiving Area***

---

Dès l'arrivée de ce matériel, veuillez prévenir D2S/TEA / *Upon arrival of the equipment, please notify D2S/TEA:*

L'équipe Enquêtes Accidents /  
*Accident Investigation team*

E-mail : [invest-acc.fr.she@safrangroup.com](mailto:invest-acc.fr.she@safrangroup.com)  
Tel.: + 33.6.84.34.74.54