

GENERAL SERVICE LETTER

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

JFE/SC/BB

General Service Letter No. 3041/19 - 3rd issue

This General Service Letter supersedes the issue dated January 2, 2023.

Subject: User memo in the frame of Service Bulletin format and content evolution

Dear Sir or Madam,

Within the framework of the technical documentation improvement, Safran Helicopter Engines has simplified its Service Bulletins (SB).

This General Service Letter describes the main changes:

- ✓ To make our SB shorter and clearer
- ✓ To reduce the activity associated with the application certificate.

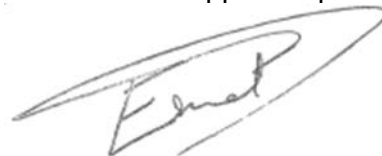
- A. Creation of a new cover page** with all SB key information including the quick identification of the equipment concerned and the application conditions.
- B. Re-introduction of the SB date** and addition of information upon the previous issues.
- C. Simplification of the SB browsing** through introduction of hyperlinks.
- D. Rationalization of the SB content** through deletion of certain paragraphs.
- E. Rationalization of the content of the SB application certificate.**
- F. Digitalization of the SB certificate (to fill out and send online).**

In the rest of this General Service Letter, you will find all details of these changes as well as additional information necessary for a good reading and compliance with the SBs.

We hope that these improvements will meet your expectations. Please contact us for any further information or assistance.

Yours faithfully,

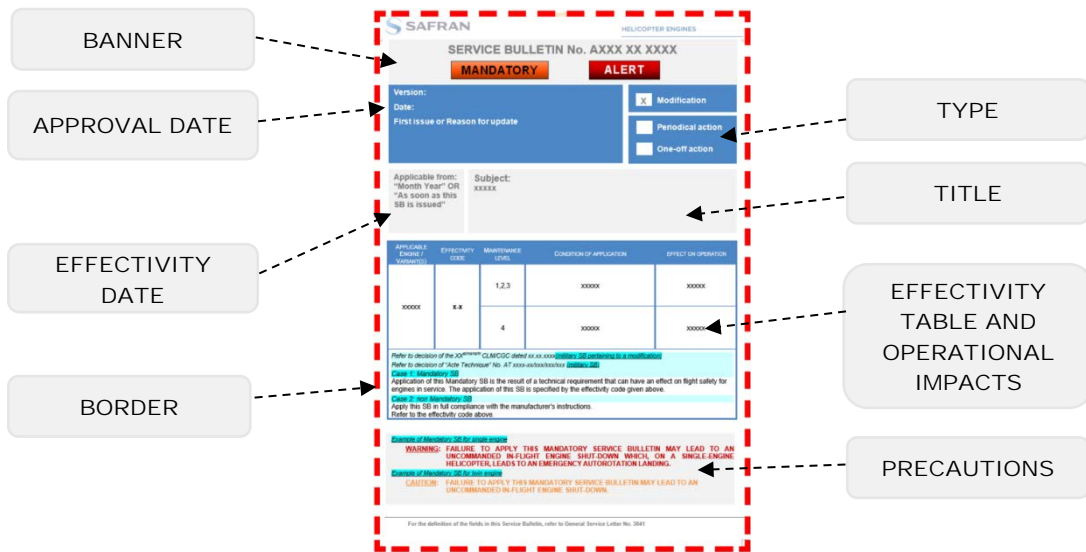
Technical Support Department



J.F. ESCURET

007321_02

A. Creation of a new cover page with all SB key information:



o The banner:



Similar to the header of each SB page, the top banner on the cover page indicates the SB number, its mandatory or non-mandatory classification, as well as the possible SB "Alert" status. The use of "flags" similar to those existing on the customer portal allows the SB identification to be harmonized.

⇒ Reminder on SB classifications:

Since 2004, the only identified classification of an SB has been the "Mandatory" classification when codes 1, 1-A or 1-B are applied. Mandatory SBs are subject to the issue of Airworthiness Directives by the airworthiness authorities.

The "Mandatory" classification is now identified by a new "flag" **MANDATORY SB** in the SBs, on the customer portal and in the SB interactive indexes.

o The border = "Alert" status:

The red dotted border frame on all pages of an SB and the "Alert SB" flag in the header identify the "Alert" status. This "Alert" status only concerns Mandatory SBs and is affixed to any SB requiring immediate consideration by the recipients upon receipt, often due to the urgent nature of the action requested by the SB.

o The Type of SB:

Since July 2018, a box identifies whether the SB type is:

- Design modification
Note: In the framework of "Significant Major Change" type modification, a new engine variant has been certified. Consequently, no SB declares a "Significant Major Change".
- Specific action, more often of inspection type, which requires a scheduled or one-off action.

The form consists of three blue rectangular boxes stacked vertically. Each box contains a white square with a checkmark or an empty square, followed by the text of the option. The first box has a checked box and the text "Modification". The second box has an unchecked box and the text "Periodical action". The third box has an unchecked box and the text "One-off action".

Only one out of the three possibilities can be ticked.

o The SB approval date:

Version:
Date:
First issue or Reason for update

This is the approval date of the consulted SB. This date is also reminded, with the SB version on each SB footer.

o The SB effectivity date:

Applicable from:
"Month Year" OR
"As soon as this
SB is issued"

This is the month from which the SB application conditions must systematically be complied with. All resources (parts, tools, documentation, etc.) required to apply the SB are available as of this date. However, if these resources (parts, tools, documentation, etc.) are available any earlier, the SB may be applied prior to the effectivity date.

In case of immediate application of the SB, the "Application as soon as this SB is issued" mention will be written instead of the effectivity date. We remind you that the SB issue date is specified in the customer portal.

o The SB effectivity table and operational impacts:

The effectivity table is now incorporated solely in the SB cover page. It identifies the SB application specificities for all maintenance levels as identified in the summary table stating the application conditions included in each modification index.

APPLICABLE ENGINE / VARIANT(S)	EFFECTIVITY CODE	MAINTENANCE LEVEL	CONDITION OF APPLICATION	EFFECT ON OPERATION
XXXXX	x-x	1,2,3	XXXXX	XXXXX
		4	XXXXX	XXXXX
Apply this SB in full compliance with the manufacturer's instructions. Refer to the effectivity code above.				

In most SBs, for a given SB code mentioned opposite the engine variants concerned, an application condition is described:

- for application by qualified personnel of maintenance level 1, 2 (refer to General Service Letter No. 2717) and level 3 (deep maintenance in a maintenance center or at operator's premises),
- for application by level 4 qualified personnel (activities in a repair center).

However, it is possible in certain SBs to specify the application condition of a given code for a specific maintenance level. For certain codes the description of the application condition may be fitted or specified according to the actions requested through the SB. This could happen for example with codes 2-3, 2-A-2 or 2-A-3 for level 3, but not only.

The "operational impact" column identifies a feature related to the application of the SB. For example, draw attention to what could impact the availability of the equipment concerned (Ex.: requires a cure time = 24 hours). Failing this, it will indicate the major ITEM to be removed.

This SB effectivity table can sometimes be completed with information in the form of a "Note" below the table and a hyperlink to a list of identified equipment concerned in the case of containment for example.

○ Precautions

For certain SBs, this zone at the bottom of the cover page draws the attention of the SB recipient and informs him/her of the risk associated with the possible non-application of the SB.

(Examples of Warning / Caution)

WARNING: FAILURE TO APPLY THIS MANDATORY SERVICE BULLETIN CAN LEAD TO AN UNCOMMANDED IN-FLIGHT ENGINE SHUT-DOWN WHICH, ON A SINGLE-ENGINE HELICOPTER, CAN LEAD TO AN EMERGENCY AUTOROTATION LANDING.

Or

CAUTION: FAILURE TO APPLY THIS MANDATORY SERVICE BULLETIN CAN LEAD TO AN UNCOMMANDED IN-FLIGHT ENGINE SHUT-DOWN.

B. Re-introduction of the SB date and additional information upon the previous issues.

Since end of 2018, the SB date has no more been given in the document.

In SBs it is now reincorporated in the cover page. This date is the SB approval date.

In the event of an SB update, paragraph "1.3 Revision history" indicates the SB approval date as well as the main reason for the update, for each version prior to the consulted version.

Example of an SB consulted in Version C:

Version	Date	Main reason for update
A	DD-MM-YYYY	Original Issue
B	DD-MM-YYYY	XXXX

The approval date of the consulted SB and its diffusion date are available in the customer portal when accessing the SB:

In the SB interactive indexes, the diffusion date is available:

SB	Compliance certificate	Modification	Description	Appl. Code	Airworthiness directive	Diffusion date	Rev N.	Comment
292 73 2177	Compliance certificate of SB 292 73 2177	TU 177	Adjusted Hydro-mechanical Metering Unit (HMU). Modification of the fuel pump splined links.	2-A-3		11-MAR-2014	B	SB 292 73 2177_B

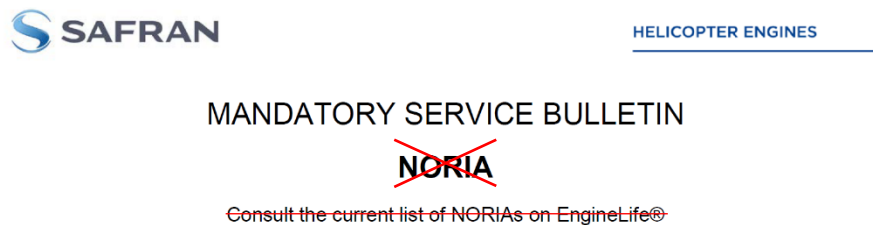
C. Simplification of the browsing in the SB: introduction of a tab and hyperlinks

A browsing tab with 5 branches is incorporated at the top of each SB page. These tabs allow you to navigate quickly in the pdf format document through links from one main paragraph to another. The application certificates (in pdf format) are gathered together in paragraph no. 5.



D. Rationalization of the SB content through deletion of useless or redundant information.

- Change in the structure of § 1 "General": "Purpose", "Reason", "Description" become "Context", "Analysis", "Solution" and are included in a "Reason" paragraph.
- Case of SB associated to a Noria: the SB will no longer bear the "Noria" indication:

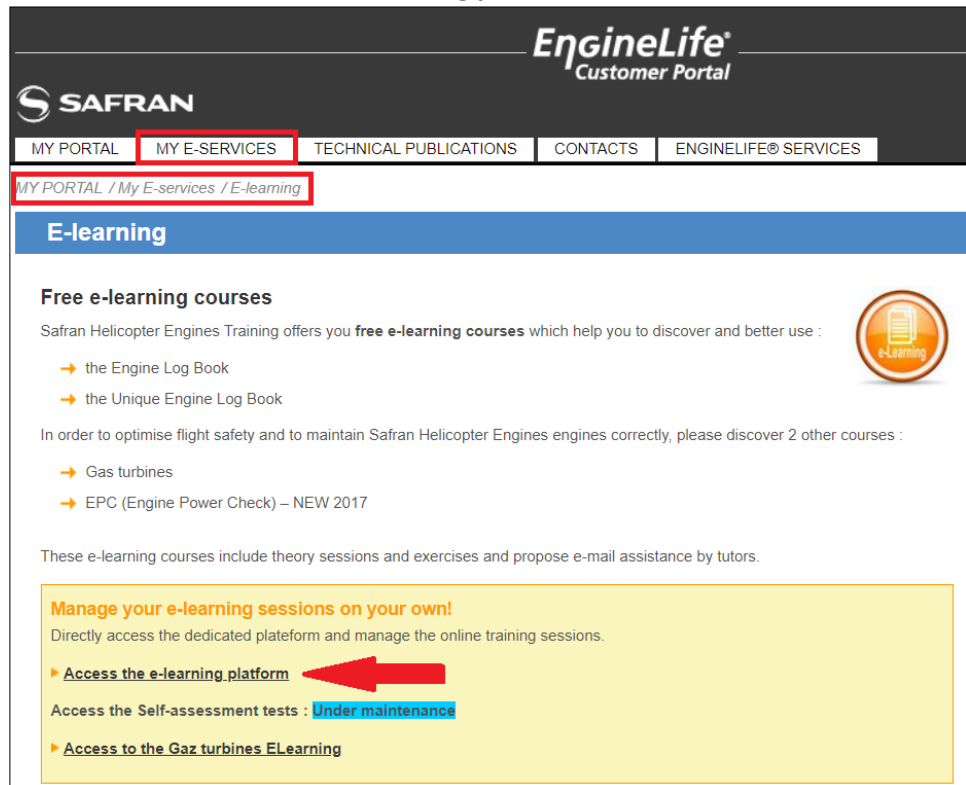


Advantages for the customers: avoids SB versioning at the end of a Noria and hence reduces e-mail notifications associated to consequent updates

Alternative means were implemented to access NORIA information:

- The "[List of Norias](#)" Excel tracking file available in the customer portal allows the operator to know Norias in progress or terminated.
- A new flag NORIA ENDED has been created in the customer portal. An SB subject of a Noria in progress or ended shall be thus identified in the customer portal through associated flags. This information shall also be included in interactive SB indexes and in the extractions of these indexes in the Excel format.
- The search engine (advanced search mode) also changes and will allow you to look for an SB according to the "Noria" or "Noria ended" criteria.
- To simplify understanding: systematic use of flowchart/block diagram to describe the actions requested by the inspection SBs (except special cases).
- Writing in Simplified Technical English and in a more concise editorial style.
- Deletion of useless information or information redundant with the customer portal:
 - 1.5) Application conditions
 - 1.6) Definition
 - 2.9) Documentary references.
- Deletion of repeated/duplicated information on several paragraphs or pages.

- Deletion of the information dedicated to “how to read a SB or identify a particularity”, which are included in:
 1. This General Service Letter.
 2. Guides (example: simplification of the Identification paragraph by referring to Guides U441 or U797),
 3. The video tutorial that explains how to enter data in the engine log-book. How to access the tutorial:
 - a) Login to your account on “[EngineLife Customer Portal](#)”
 - b) Follow the path: **my E-services > Training > E-learning**
 - c) Click on the link “**Access the e-learning platform**”



- We would also like to remind you that if you have any doubts about entering an SB in the engine logbook, you can send your questions to LogBook Documentation Support LogBook logbook-documentation-support.f.she.fr@safrangroup.com

E. Rationalization of the content of the SB application certificate.

In order to fill out the certificate easily, some unnecessary or redundant elements will be deleted from all next SBs (such as: TSO, CSO, Work done by, Name, Job title, Signature ...).

F. Digitalization of the SB certificate (to fill out and send online).

The PDF version of the certificate is mentioned in section no. 5 of the SB. Its digital version is now available in the portal from:

- o Interactive indexes

INDEX X298H29522 - SB Index
MAKILA 1A2

[Modifications List](#)

Applicable variants: Module: Component: Maximum applicability Code: Civil / Military: Document Status:

Sort by:

[Export the list below](#) [Export the complete list of SB-Modifications](#) [Export the complete list of SB-Modifications in other languages](#) [SB Index - X298H29522](#) [Compliance condition index in other languages](#) [Compliance condition index](#) [SB Index in other language](#) [SB-SL-GSL packages](#)

SB	Compliance certificate	Modification	Description	Appli. Code	Airworthiness directive	Diffusion date	Rev N.	Comment
298 72 0829 <small>SAFETY PACKAGE</small>	Certificate 5.1 SB 298 72 0829		Module M02 (Axial compressor) - Check of axial wheel PINS.	2-2		23-FEB-2023	A	

- o And in the paragraph “Identification” of the SB by Hyperlink or QRcode:

 HELICOPTER ENGINES

SERVICE BULLETIN No. 298 72 0829

§1.GENERAL §2.LEVEL 1, 2 §3.LEVEL 3 §4.LEVEL 4 §5.CERTIFICATES


2.6.4. Identification

Refer to the Guides U441 and U015 for instructions on how to record the engine log book and the log cards.

2.6.4.1. Record the application of the SB on the module M02 log card and in section E.

2.6.4.2. If necessary, update the availability status on the module log card and in section E.

2.6.4.3. Send back the fully-completed compliance certificate, links to the digital document:

EngineLife Customer Portal: [Certificate 5.1 SB 298 72 0829 EN A](#) or 

Important: The digital certificate is available from a smart phone or a tablet, in a format that can be filled out at least from Adobe® free application.

This functionality will be implemented on all next SBs.