

GENERAL SERVICE LETTER

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JFE/SL/BB

General Service Letter No. 3107/23

**Subject: All engines
Cybersecurity threats - Use of secure laptops for EDR and
EECU maintenance operations.**

Dear Sir or Madam,

With the growing threat of cyber-attacks, Safran Helicopter Engines incorporates reinforced cybersecurity measures into its products and services.

To be compliant with EASA Part-IS regulation and other regulations on cybersecurity, Safran Helicopter Engines has defined its cybersecurity policy, which recommends using only “secure” laptops for EDR (Engine Data Recorder) and/or EECU (Engine Electronic Control Unit) maintenance operations in the field as well as in Maintenance and Repair Centers.

“Secure” shall be understood as:

- Use of laptops based on Windows XP and Windows 7 is prohibited as these operating systems are no longer supported. Safran Helicopter Engines is removing the maintenance procedures relating to these operating systems from its manuals.
- Safran Helicopter Engines strongly recommends the use of antivirus software and operating systems which are supported by their editor and regularly updated, in order to ensure effective protection against cyber-attacks.
- The rental of Safran Helicopter Engines laptops is no longer possible, as Safran Helicopter Engines cannot update antivirus software and operating systems during the rental period. Harnesses, Polybox and communication cards can still be rented.
- The latest version of the EDR and/or EECU maintenance software must be downloaded directly from the [Engine Life® Customer Portal](#) (My E-SERVICES/Spare parts and Tooling/Tooling) on your secure laptop.

Please contact us if you require further information or assistance.

Yours sincerely,

J.F. ESCURET
Technical Support Department



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