



## SERVICE INFORMATION LETTER

**SIL N°**                    **S-139-22-003**  
**S-169-22-003**  
**S-189-22-003**  
**DATE:**                    **May 10, 2022**  
**REV.:**                      /

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**To:**                    Leonardo Helicopters products  
                         Owners / Operators / Service Centres

**SUBJECT:**            **New Heliwise4Mobile release with Rotor Track & Balance (RTB) capabilities**

Helicopters Affected:    AW139, AW169, AW189 with HUMS systems installed

References:

- [1]        *S-GEN-21-008 dated October 27, 2021*  
            *New Heliwise4Mobile release for laptop, tablet and smartphones devices*

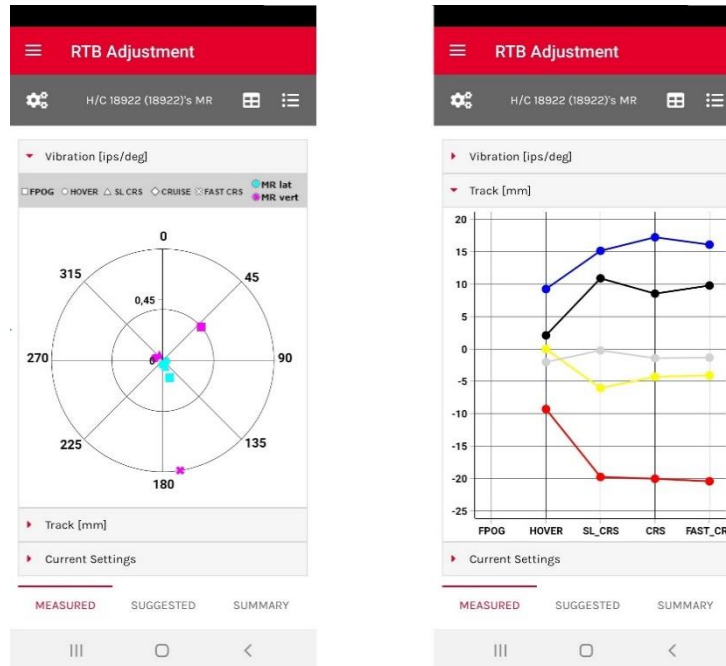
Dear Customer,

Leonardo Helicopters (LH) is pleased to inform you that a new major release of the Heliwise4Mobile suite, introduced at Reference [1], is now available for download.

As an additional feature, for all helicopters equipped with the HUMS LH Family system, the Operator will have access to new Rotor Track & Balance (RTB) functionality.

Within the new functionalities, the Operator can visualize the RTB data and compute the necessary rotor adjustments to perform RTB activities completely inside the Heliwise4Mobile app.

## New Heliwise4Mobile release with Rotor Track & Balance (RTB) capabilities



The applications login requires the same Leonardo Customer Portal credentials, already enabled for Heliwise web utilization.

For quick consultation, it is possible to download the application user manual directly from your device, by clicking on the appropriate section in the app main menu "Download Handbook", which is constantly updated.

In the "About" menu of the application you will be able to directly contact our technical support team mailbox that will assist for clarifications and troubleshooting.

Should you need any additional information, please do not hesitate to contact LH HUMS Support Team at [hums.mbx.aw@leonardo.com](mailto:hums.mbx.aw@leonardo.com) functional mailbox.

Yours Sincerely,

Francesco Bellardi  
VP Customer Support & Services