



## SERVICE INFORMATION LETTER

SIL N° S-139-22-004

S-169-22-005

S-189-22-004

DATE: September 22, 2022

REV.: /

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To: Leonardo Helicopters products  
Owners / Operators / Service Centres

**SUBJECT: New Heliwise4Mobile release with TVM Quick Assessment 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
- [2] S-139-22-003 / S-169-22-003 / S-189-22-003  
New Heliwise4Mobile release with Rotor Track & Balance (RTB) capabilities

Dear Customer,

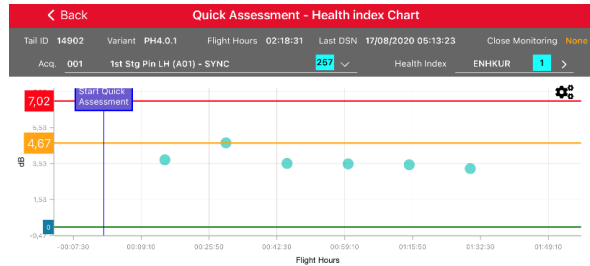
Leonardo Helicopters (LH) is pleased to inform you that a new major release of the **Heliwise4Mobile** suite, introduced at Reference [1], is now available for download.

As part of the continuous improvement of the suite of Heliwise applications, the new release aims at adding new functionalities and making the applications more versatile.

As announced with Reference [2], the Rotor Track & Balance (RTB) capabilities have been introduced with last release of the app. The new version introduces the **Transmission Vibration Monitoring (TVM) Quick Assessment (QA)**.

## New Heliwise4Mobile release with TVM Quick Assessment capabilities

Quick Assessment - Exceedances selector							
Acq. ID	Acq. Description	Close Monitoring	Threshold Type	Health Index	Red Exceed	Amber Exceed	Blue Exceed
001	1st Stg Pin LH (A01) - SYNC		Steady Amber	ENHKUR	0	1	0
001	1st Stg Pin LH (A01) - SYNC		Steady Amber	ENHMA	0	2	0
001	1st Stg Pin LH (A01) - SYNC		Steady Amber	PMODIA	0	1	0
002	1st Stg Gear LH (A01) - SYNC		Steady Amber	ENHKUR	0	1	0
002	1st Stg Gear LH (A01) - SYNC		Steady Amber	MFP	0	1	0
002	1st Stg Gear LH (A01) - SYNC		Steady Amber	S2R	0	1	0
005	2nd Stg Pin LH (A03) - SYNC		Steady Amber	ENHKUR	0	1	0



The Quick Assessment allows the Operator to visualize the content of a selected local dataset without being connected to the Heliwise website. With the new functionality:

- the Operator can visualize the TVM data directly inside the Heliwise4Mobile app, which highlights where thresholds exceedances are present;
- components under close monitoring can be checked in a quick and effective way also from remote locations or when stop-and-go operations are necessary.

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 applications 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