



SERVICE INFORMATION LETTER

SIL N° S-GEN-21-001

DATE: March 30, 2021

REV.: /

To: Leonardo Helicopters products
Owners / Operators / Service Centres

**SUBJECT: Publications in Leonardo Customer Portal
(My Publications improvement)**

Helicopters Affected: All

Dear Customer,

Leonardo Customer Portal has been released to service in May 2020 (refer to Information Letter GEN-20-090).

With the purpose of improving the Customer experience when using our portal platform, **My Publications** area has been reorganized in order to reflect LH **Publications system** that is continuously evolving through a digital journey.

This journey will result in a new Publications Distribution Policy and a new added-value proposition for our Customers: LH offer will not be limited to Publications, instead it is being enlarged to encompass a wide range of Engineering Services dedicated to our Customers. These evolutions will be announced with dedicated Service Information Letters that are going to be released in the coming weeks.

Accessibility to LH Publications system via Leonardo Customer Portal is described in the Annex to this SIL.

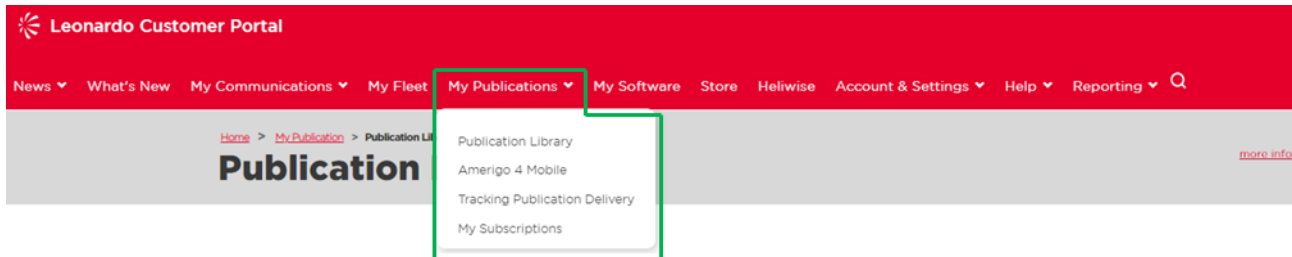
Should you need any additional information, please do not hesitate to refer to the point of contact provided with the Customer Support & Training Worldwide Directory, available on Leonardo Customer Portal at this [link](#).

Giovanni Cecchelli
Leonardo Helicopters
Vice President
Customer Support & Services – Italy

ANNEX – LH PUBLICATIONS SYSTEM

I – INTRODUCTION

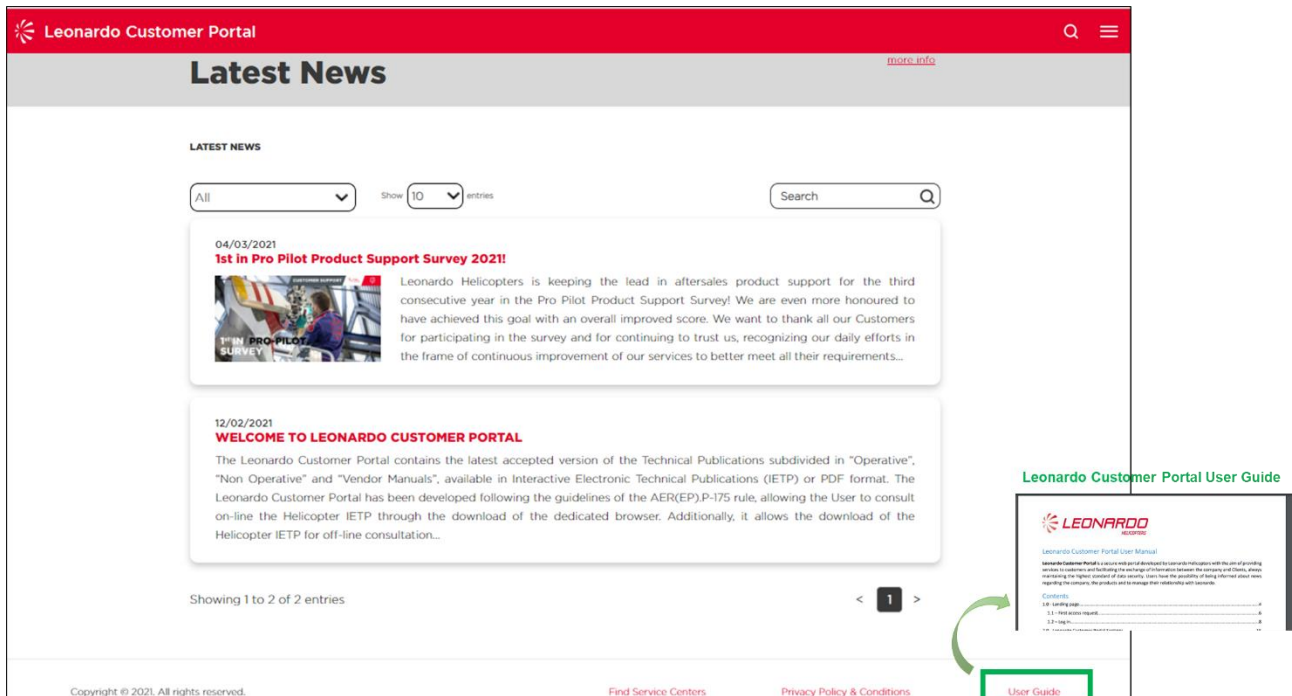
My Publications in *Leonardo Customer Portal* is the area where Publications are made available to registered users.



A link to **Amerigo 4 Mobile**, web application for consultation of Maintenance Technical Publications (IETP), is now permanently visible on *My Publications* menu.



The Leonardo Customer Portal User Manual, accessible from any area of the Portal, provides detail on **Tracking Publication Delivery** and **My Subscription** functionalities.



II – TECHNICAL PUBLICATIONS SYSTEM

The **Publication Library** has been reorganized reflecting the LH Technical Publications system which is based on the clusters shown in the following table and shortly described in this paragraph.

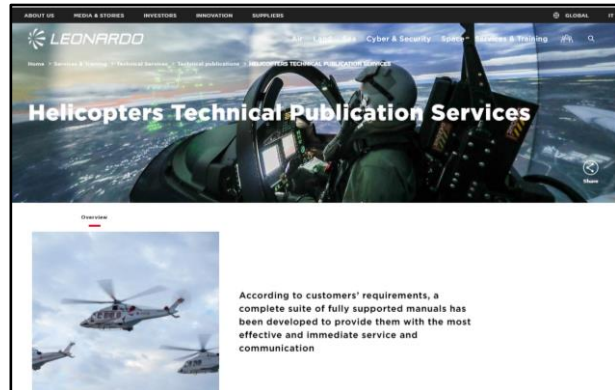
CLUSTER		SUBCLUSTER	
LIST OF APPLICABLE PUBLICATIONS	LOAP	List Of Applicable Publications	LOAP
OPERATIONAL TECHNICAL PUBLICATIONS	OTP	Rotorcraft Flight Manual	RFM
		Quick Reference Handbook	QRH
		Pilot's Guide	PG
		Compatibility Reference Handbook	CRH
		Flight Crew Operating Manual	FCOM
OPERATIONAL SUITABILITY DATA	OSD	Master Minimum Equipment List	MMEL
		Flight Crew Data	FCD
		Simulator Data	SIMD
MAINTENANCE TECHNICAL PUBLICATIONS	MTP	Maintenance IETP	MAINT
		Depot Technical Publications	DEPOT
		AMPI/MPM Manuals	AMPI
		Maintenance Review Board (MRB) Report	MRBR
		Temporary Maintenance Instructions	TMI
GSE & TOOLS PUBLICATIONS	GSE	GSE & Tools Technical Publications	GSE-PUB
TECHNICAL PUBLICATIONS FOR LHD STC	STC	Technical Publications for LHD STC	STC
VENDORS TECHNICAL PUBLICATIONS	VTP	Vendors Technical Publications	VTP
TECHNICAL INSTRUCTIONS	TI	Service Bulletins	SB
		Manufacturing Part Number (MPN) Forms	MPN
COMMUNICATIONS	COMM	Service Information Letters	SIL
		Technical Information Letters	TIL
		Safety Letters	SL
SOFTWARE SUPPORT	SW	Ground Maintenance Software	SW-gr
		Navigation Database	NAVDB
RELIABILITY DATA SHARING GROUP REPORTS	RDSG	RDSG Reports	RDSG

LIST OF APPLICABLE PUBLICATIONS (LOAP)

List Of Applicable Publications (LOAP) for each helicopter model.

Note: with the next release of each IETP, the LOAP currently integrated within the Maintenance IETP will be removed and the relevant cluster will become available in My Publications.

It is also reminded that the list of valid Technical Publications issued by LH are also maintained on the public domain (leonardocompany.com website, at the following [link](#)).



OPERATIONAL TECHNICAL PUBLICATIONS (OTP)

The following Technical Publications are considered part of the OTP cluster:

- **Rotorcraft Flight Manual (RFM):** the Rotorcraft Flight Manual, as approved by the relevant Authority (e.g. EASA, FAA), is the ultimate authority for flight operations. The RFM is organized in different sections (limitations, normal procedures, emergency and malfunction procedures, performance data, optional equipment supplements, weight and balance, systems description, handling, servicing and maintenance).
- **Quick Reference Handbook (QRH):** Aircrew instructions in checklist format, developed on the basis of RFM content. The QRH contains emergency procedure, normal procedures, operating limitations and performance data. The QRH does not replace the RFM: in order to operate the aircraft safely and efficiently, the RFM must be read and thoroughly understood. In case of conflict between QRH and RFM, the information in the RFM always prevails and the RFM remains the ultimate authority for flight operations.
- **Flight Crew Operating Manual (FCOM):** FCOM is designed to assist operators in Offshore Operations and to provide flight crews with the necessary information on operational, technical, procedural and performance characteristics of the helicopter. The FCOM is intended to complement the information given in the approved Rotorcraft Flight Manual (RFM) and is provided as reference only. In case of conflict between FCOM and RFM, the information in the RFM always prevails and the RFM remains the ultimate authority for flight operations.
- **Pilot's Guide (PG):** Operating Manuals dedicated to Aircrew personnel to complement the RFM information with detailed instructions for specific functionalities of avionic systems developed and integrated by Leonardo Helicopters (e.g. Flight Management System, TCAS, etc). Pilot's Guides are referenced within RFM and give additional information not mandatory to perform flight operations.
- **Compatibility Reference Handbook (CRH):** Compatibility Reference Handbooks (CRH) provide instructions to determine compatibility of the helicopter configuration towards specific operations or devices/kits. Specific CRH are available depending on the helicopter model (e.g. Helicopter Kits, Icing, NVG, PED, EMI).

OPERATIONAL SUITABILITY DATA (OSD)

The following Technical Publications are considered part of the OSD cluster:

- **Master Minimum Equipment List (MMEL):** Master Minimum Equipment List (MMEL), approved by the relevant Authorities (e.g. EASA, FAA). The MMEL is the basis for the development of individual operator's Minimum Equipment List (MEL) which take into consideration the operator's particular aircraft equipment configuration and operational conditions.
- **Flight Crew Data (FCD):** Operational Suitability Data (OSD) in accordance with the EASA Certification Specifications for Flight Crew Data (CS-FCD) and as approved by EASA.
- **Simulator Data (SIMD):** Operational Suitability Data (OSD) in accordance with the EASA Certification Specifications for Simulator Data (CS-SIMD) and as approved by EASA.

MAINTENANCE TECHNICAL PUBLICATIONS (MTP)

The following Technical Publications are considered part of the MTP cluster:

- **AMPI/MPM Manuals:** The Maintenance Planning Information/Maintenance Planning Manual (AMPI/MPM) provides the End User with all the data necessary to do the maintenance planning of the helicopter:
 - ✓ Chapter 04: Airworthiness Limitations (as approved by the relevant Authority (e.g. EASA, FAA)).
 - ✓ Chapter 05: Scheduled / Unscheduled maintenance requirements
- **Maintenance Review Board Report (MRBR):** output of the Maintenance Review Board (MRB) process followed for last certified helicopter Types. The MRB is a standardized process used as an acceptable means of compliance to develop scheduled maintenance instructions ensuring the objectives of an efficient aircraft maintenance program.
- **Maintenance IETP:** the Interactive Electronic Technical Publications (IETP) allows the Customer to get access to the helicopter maintenance publications. Depending on the helicopter model, the IETP contains different Information Sets (manuals) among which: Air vehicle Maintenance Planning Information (including Chapter 04, as approved by the relevant Authority, and Chapter 05), Aircraft Maintenance Manual, Illustrated Parts Catalogue, Structural Repair Manual, Fault Isolation and Wiring Diagrams.
- **Depot Technical Publications:** technical publications for depot maintenance activities (repair and overhaul) on components.
Note: these Publications are currently managed within the Component Repair & Overhaul Publication (CR&OP) information set and with the next release of each IETP a different approach will be implemented.
- **Temporary Maintenance Instructions (TMI):** Maintenance Procedures anticipated to the Operators before the affected Technical Publications is updated.

GSE & TOOLS PUBLICATIONS

This cluster refers to User Manuals for the GSE & Tools required to maintain and operate the helicopter. The manuals available on Leonardo Customer Portal are only the ones for which a digital copy exists and is maintained; for other GSE & Tools, the copy of the manual, which is provided with the GSE itself, prevails.

TECHNICAL PUBLICATIONS FOR LHD STC

This cluster refers to Technical Publications (RFM and Instructions for Continued Airworthiness (ICA)) for Supplemental Type Certificates (STC) for which Leonardo Helicopters is the STC Holder.

VENDORS TECHNICAL PUBLICATIONS

This cluster refers to Maintenance and Operational Manuals for specific equipment containing information and instructions related to the standalone equipment and not relevant to its installation on the helicopter. Only the Vendors Technical Publications for which Leonardo Helicopters has received distribution rights are issued online.

Note: these Publications are currently distributed via DVD/CD-ROM as “Component Maintenance Publications”. From the 1st of April 2021 the Vendor Technical Publications will be distributed via Leonardo Customer Portal.

TECHNICAL INSTRUCTIONS

Technical Instructions cluster include:

- **Service Bulletin (SB):** SB are released to provide instructions for one-off or repetitive maintenance actions to be performed on the aircraft. The SB are used either to deal with issues resulting from failures, malfunctions and defects or to provide instructions for the implementation in retrofit of approved changes in Type Design (product improvement / helicopter customization).
- **Manufacturing Part Number (MPN) Form:** Manufacturing Part Number (MPN) are generated to identify a proper solution for the installation on the helicopter of components that are delivered as spares in a configuration that differs from the as-design one. MPN are created to cope with the following specific conditions:
 - ✓ Special spare conditions (e.g. undrilled parts) suitable for application of Service Bulletin or Repair Solutions.
 - ✓ Production process of the component that has not been completed to guarantee a proper installation on the helicopter and therefore a complementary rework is needed during the installation.
 - ✓ Customized parts in accordance with a dedicated helicopter arrangement.

When the installation of a MPN requires specific instructions not covered by any other DOA published documentation (e.g. TP, SB or Repair Solutions), a MPN Form is released.

Note: MPN Form are currently distributed only with the relevant spare. Distribution via Leonardo Customer Portal will start in the coming weeks.

COMMUNICATIONS

The following Publications are considered part of the Communications cluster:

- **Service Information Letters (SIL):** last updates on Leonardo Helicopters Products and Services.
- **Technical Information Letters (TIL):** Information on Leonardo Helicopters Products concerning technical aspects (e.g. clarifications on in-service events, accompanying information for Technical Instructions implementation).
- **Safety Letters (SL):** Information notices aimed to promote safety in every phase of helicopter operation and maintenance:

The new Communications system has been introduced with Information Letter GEN-21-099.

SOFTWARE SUPPORT

The following supporting data are also available in *My Publications*:

- **Ground Maintenance Software:** Specific files available for download to support maintenance and operational activities, as referred into the applicable Technical Publications.
- **Navigation Database:** master library of navigation information (“NAV DATA”) that contains that contains flight navigation data, based on information received from Jeppesen, government sources or other publicly available sources. NAV DATA may include STANDARD and TAILORED NAV DATA.

RELIABILITY DATA SHARING GROUP (RDSG) REPORTS

Periodic reports issued in the frame of the Reliability Data Sharing Group (RDSG) Program.

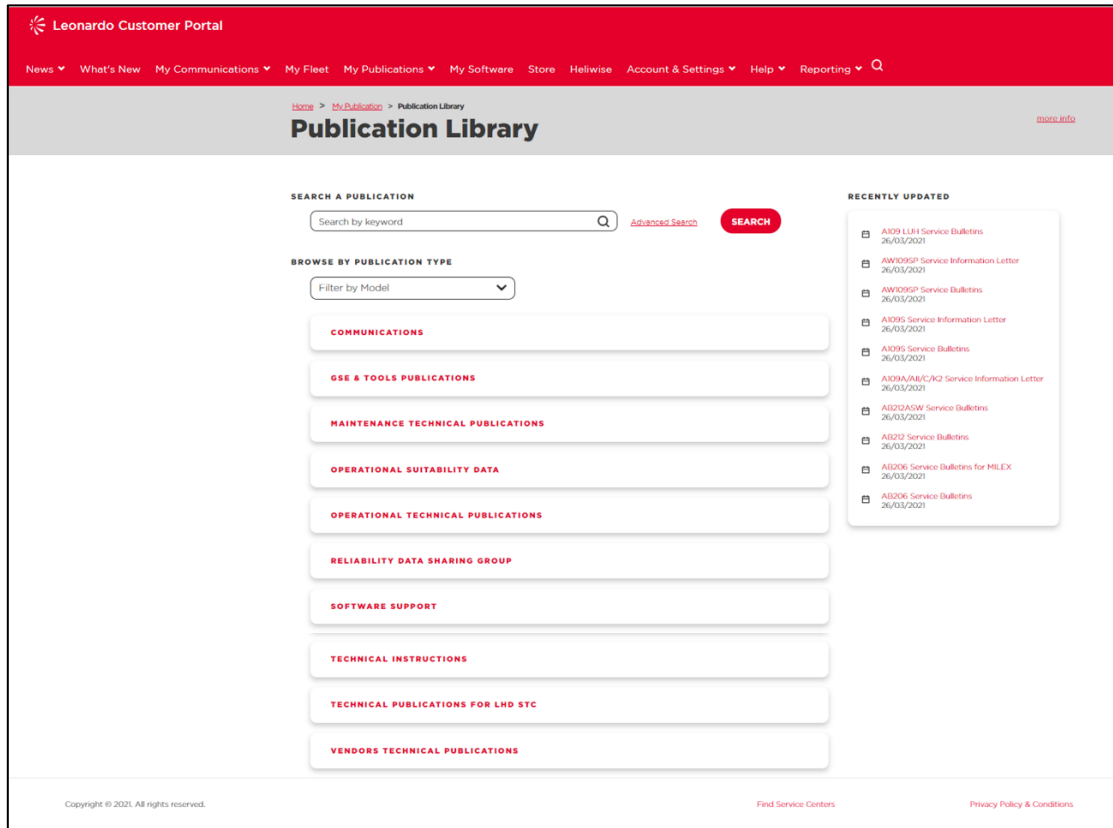
Note: for further details on the RDSG Program, refer to Information Letters AW139-20-110, AW169-20-024 and AW189-20-030.

It shall be noted that:

- Some Publications are available only for some H/C Models.
- Publications distribution on Leonardo Customer Portal is supported by an e-mail notifications system (refer to IL GEN-20-096).
- All LH Publications are available for download as a backup copy for internal use only. Nevertheless, LH strongly recommends to consult TP online as much as possible, in order to ensure that the most recent and up-to-date information is considered.
- Publications visible in Leonardo Customer Portal depend upon the content of the contractual subscription; the status can be directly checked in the Portal.

III – USER EXPERIENCE

The clustering described in section II of this Annex is reflected in the **Publication Library**.



In order to ease the access to the desired information, it is now enough to hover the mouse over the cluster to get access to the sub-clusters.

