



SERVICE INFORMATION LETTER

SIL N° **S-GEN-21-004**

DATE: **June 8, 2021**

REV.: /

To: Leonardo Helicopters products
 Owners / Operators / Service Centres

SUBJECT: Distribution Policy of LH Publications

Helicopters Affected: AW139, AW169, AW189, A109S, AW109SP, AW119MkII,
 A109A/All, A109C, A109K2, A109E, A119, AB206, AB412

This Service Information Letter supersedes Information Letter GEN-15-053 Rev. A.

Dear Customer,

As announced with Service Information Letter (SIL) S-GEN-21-001, issued on March 30, 2021, the LH Publications system has been recently updated and we are now pleased to inform you about the associated distribution policy.

According to the previous communication IL GEN-15-053, now superseded, the distribution of LH Technical Publications ("TP") has been performed up to now as follows:

- Maintenance TP are made available only via *Leonardo Customer Portal* (physical shipments of printed / digitalized copies of Maintenance TP were dismissed in September 2016).
- Operational TP are distributed on paper copies.
- Vendors TP (currently collected within the *Component Maintenance Publications (CMP)*) are distributed on CD/DVD-ROM.

Starting from July 1, 2021 all Civil and Dual Use Publications will be distributed via *Leonardo Customer Portal* and available for either on-line consultation (recommended option) or local download. *Leonardo Customer Portal*, when needed, directs the User to the Amerigo© suite, developed by Leonardo.

Distribution Policy of LH Publications

The electronic version of the TP published on *Leonardo Customer Portal* will become the primary reference:

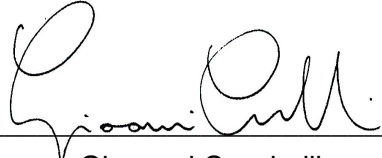
- LH will continue to provide paper copies, limited to Operational TP, only in case of a specific and contractually covered Customer request.
- Vendor TP will also be available in *Leonardo Customer Portal* and distribution on CD/DVD-ROM will be dismissed.

For further details on Distribution Policy of LH Publications, please refer to 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](#).

Thank you for your kind attention.

Best regards,



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

ANNEX – Distribution Policy of LH Publications





With reference to the Publications system presented with SIL S-GEN-21-001 and within the policy defined in this SIL, it shall be noticed that:

- TP visible in *Leonardo Customer Portal* depend upon the content of the contractual subscription; the status can be directly checked in the Portal.
- Free of charge access is granted to all Aviation Authorities upon request.
- With respect to the previous distribution policy the following changes are introduced:
 - ✓ The primary reference for Operational TP (RFM and QRH) is now the electronic copy (PDF) and not anymore the paper version.
 - ✓ The primary reference for AMPI/MPM is the Information Set contained in the relevant IETP and not anymore the standalone PDF version, which will anyhow remain available (fully aligned to the primary reference) on *Leonardo Customer Portal* for Customers not having an active subscription.
 - ✓ Vendors TP are now available in *Leonardo Customer Portal* and distribution on CD/DVD-ROM will be dismissed.
- TP distribution on *Leonardo Customer Portal* is supported by an e-mail notifications system (refer to IL GEN-20-096).
- All LH TP 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 and to activate the e-mail notifications system.
- In support of Leonardo Customer Portal, the TP are made available thanks to Amerigo© suite:
 - ✓ **Amerigo©**: TP browser developed to consult Maintenance TP (IETP) on PC desktop/laptop (online or locally).
 - ✓ **Amerigo 4 Mobile** (A4M): web-based application to consult Maintenance TP (IETP) on mobile devices (e.g. tablet, smartphone). It does not require any dedicated installation or content update on the devices and the navigation is independent from the browser or device used
 - ✓ **Amerigo 4 Flight** (A4F): application to consult Operational TP of AW Family Products (AW139, AW169, AW189) on mobile devices (e.g. tablet, smartphone) that will be shortly available for download from relevant APP Stores.

The following table provides a view on the relevant LH Digital Solutions per each Publication type.

- For Customers, Operators and Service Centres not having an active subscription, LH grants access, via *Leonardo Customer Portal*, only to the Technical Publications (in PDF format) marked with (*) in the following table.

Distribution Policy of LH Publications

Publication and Data (see S-GEN-21-001)		TP Format	DIGITAL SOLUTION			
			 Leonardo Customer Portal My Publications	 Amerigo	 Leonardo Amerigo for Mobile	 Leonardo Amerigo for Flight
LOAP (*)		PDF	✓			
OTP	RFM (*)	PDF <i>(paper on demand for RFM and QRH)</i>	✓			✓
	QRH		✓			✓
	PG		✓			✓
	CRH		✓			
	FCOM		✓			✓
OSD	MMEL (*)	PDF	✓			
	FCD		✓			
	SIMD		✓			
MTP	MAINT	IETP		✓	✓	
	DEPOT	IETP		✓	✓	
	AMPI (*)	IETP <i>(PDF on LCP My Publications, in case of non-active subscription)</i>		✓	✓	
	MRBR (*)	PDF	✓			
	TMI	PDF	✓			
GSE	GSE-PUB	PDF	✓			
STC		PDF	✓			
VTP		PDF	✓			
TI	SB (*)	PDF	✓			
	MPN	PDF	✓			
COMM	SIL (*)	PDF	✓			
	TIL (*)	PDF	✓			
	SL (*)	PDF	✓			
SW	SW-gr	SW files	✓			
	NAVDB	Database	✓			
RDSG		PDF	✓			