

Distribution Policy of LH Communications on Products Support and Services

safer operations, including avoidance of possible mishandle of the helicopter or onboard systems/ components.

- **Safety Letters (SL):** dedicated to disseminate best practices for aircraft use and operation. They are intended to address subjects derived from the insight of operational and training issues identified through our customers, as well as with our certification processes and authorities. Rather than prevention of mistakes or mishandle of helicopters, the SL are intended to transmit LH experience matured over 70 years of helicopters and systems development, conveyed into safety briefing letters.
- **Safety Pamphlets (SP):** dedicated to promote safety features specific to LH helicopters and onboard systems. The intent is to highlight and provide insight to those capabilities which, when fully understood, can significantly increase the operational safety, and fully exploit the capability of binomial “pilot/helicopter” to safely execute the assigned mission, also in relation to the particular environmental and mission scenario.

- **Service Information Letters (SIL):** they will replace current Information Letter and will be used to announce the availability of new Services or communicate improved features and capabilities on the way we provide our Services.

Note: SILs replace the communications that have been released in the past as Information Letters.

- **Technical Information Letters (TIL):** they will replace current ISE communications and will be normally issued with the following purpose:
 - To accompany the release of Technical Instructions, when LHD desires to provide background information or complementary information in support of the Technical Instruction implementation (e.g. logistic instructions, commercial policy).
 - To provide clarifications and reminders about adherence to existing procedures or request feedback from the Operators, based on what gets reported from the in-service fleet.

Note: TILs replace the communications that have been released in the past as In Service Event (ISE) and in some cases as Information Letters.

It shall be highlighted that the abovementioned communications shall not be considered Technical Instructions, which remain delivered via the relevant channels (e.g. Technical Publications updates, Service Bulletins and answers to Technical Queries).

The numbering system for LH communications is explained 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](#).

Yours Sincerely,



Francesco Bellardi
Leonardo Helicopters
Vice President
Customer Support & Services – Italy

ANNEX Communications Numbering System

The LH communications will follow this numbering system.

X - App - Year - Num

X	=	T	Technical Information Letter (TIL)
		S	Service Information Letter (SIL)
		SL	Safety Letter (SL)
		SP	Safety Pamphlet (SP)
		SN	Safety Notice (SN)

Note: every type of communication has an independent numbering system

App	=	GEN	Communication applicable to all helicopter models
		139	Communication applicable to AW139 helicopter model
		169	Communication applicable to AW169 helicopter model
		189	Communication applicable to AW189 helicopter model
		109	Communication applicable to A109A and/or A109All and/or A109C and/or A109K2 helicopter models
		109E	Communication applicable to A109E helicopter model
		109S	Communication applicable to A109S (Trekker included) helicopter model
		109SP	Communication applicable to AW109SP helicopter model
		109L	Communication applicable to A109LUH/LOH helicopter models
		109BA	Communication applicable to A109BA helicopter model
		119	Communication applicable to A119/AW119MkII helicopter models
		AB204	Communication applicable to AB204 helicopter model
		AB205	Communication applicable to AB205 helicopter model
		AB206	Communication applicable to AB206 helicopter model
		AB212	Communication applicable to AB212 helicopter model
		AB412	Communication applicable to AB412 helicopter model
		AB47	Communication applicable to AB47 helicopter model
CH47	Communication applicable to CH47C helicopter model		

Year = 21, 22, ... Last two digits of the year of release (e.g. 21 means that the communication is released in 2021)

Num = 001, 002, ... Three digits progressive number
Note: numbering restarts from 001 when the year changes