* LEONARDO HELICOPTERS DIVISION SERVICE INFORMATION LETTER SIL N° S-GEN-21-012 DATE: December 16, 2021 REV.: Leonardo Helicopters products To: **Owners / Operators Distribution Policy of LH Communications on Products** SUBJECT: Support and Services Helicopters Affected: All

This Service Information Letter supersedes Information Letter GEN-21-099

Dear Customer,

flight safety is our top priority and delivering safe helicopters is our primary objective. This approach is at the heart of all our activities, from design and production to customer services, with the aim of exceeding the most rigorous safety standards and continuously developing and supporting safety in every aspect. For additional information, we kindly invite you to visit our page dedicated to the Safety of our helicopters: <u>https://www.leonardocompany.com/en/air/helicopters/safety</u>.

With the information letter GEN-21-099, dated 30 March 2021 and now superseded, Leonardo Helicopters (LH) announced the new distribution policy for communications regarding the support of our Products and Services. This policy is now complemented with new valuable vehicles to promote safety: the **Safety Information Documents** (SID) incorporates the already announced **Safety Letters**, extending the perimeter of safety communications with **Safety Pamphlets** and **Safety Notices**.

All LH communication will be conveyed via Leonardo Customer Portal (My Publications section) through the following vehicles:

• Safety Information Documents (SID):

 Safety Notices (SN): dedicated to disseminate recommendations for general aircraft safe use and operation. They are intended to address subjects having general relevance for 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 <u>link</u>.

Yours Sincerely,

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

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ANNEX Communications Numbering System

The LH communications will follow this numbering system.

X - App - Year - Num

| Х | = | T S SL SP SN <i>Note: every</i> | Technical Information Letter (TIL) Service Information Letter (SIL) Safety Letter (SL) Safety Pamphlet (SP) Safety Notice (SN) type of communication has an independent numbering system |
|------|---|--|---|
| Арр | | GEN 139 | Communication applicable to all helicopter models 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 |