



SERVICE INFORMATION LETTER

SIL N° S-GEN-23-001
DATE: March 03, 2023
REV.: /

To: All Owners/Operators/Service Centres

SUBJECT: Unserviceable Parts' Recall

Helicopters Affected: All

Dear Customer,

Leonardo Helicopters (LH) is constantly striving to provide its Customers with the highest service level by promptly addressing any request and ensuring a constant fleet availability.

In a challenging macro-economic environment, with worldwide supply chains experiencing continuous disruptions and increasingly longer lead times, LH is strongly committed in strengthening its Repair & Overhaul (R&O) capability. This reduces dependency on new materials and helps to keep serving its Customers in these challenging conditions besides stepping-up our efforts towards a more sustainable aviation.

In this regards, Customers themselves play a key role: by returning unserviceable parts in a timely manner and with all due information, LH will be able to bring these parts back into service more quickly and make them available to Customers faster.

Therefore, we urge all Customers who holds any material for which a serviceable replacement part has been provided (under Warranty, Power-by-the-Hour contract or Exchange program) to send it back to LH as soon as possible.

In the same spirit, we also take this opportunity to inform you that in April 2023 we will update the Standard Terms & Conditions also related to core returns.

Please refer to your usual CS&S point of contact for any question.

Yours Sincerely,

Vittorio Della Bella
Senior Vice President
Customer Support & Training