



SERVICE INFORMATION LETTER

SIL N° **S-GEN-23-003**
DATE: **May 17, 2023**
REV.: /

To: Leonardo Helicopters products
 Owners / Operators / Service Centres

SUBJECT: New Service Bulletin classification

Helicopters Affected: All

References:

[1] *SIL GEN-17-063 - Service Bulletins: changes on technical bulletin (bollettino tecnico) denomination, classification and template*

Dear Customer,

With the present letter Leonardo Helicopters (LH) is pleased to inform you that, based on Customers inputs received during the last Maintenance Improvement Team events and in addition to Ref. [1], the current classification of the Service Bulletin (SB) has been reviewed in order to introduce new classification (refer to Figure 1).

In particular, Customers requested to evaluate the opportunity for differentiating SB for which LH recommends its compliance (for the reasons listed below) from SB to be applied purely at Customer's option. This not to interpret the compliance conditions as merely a deadline to receive the commercial support from LH (e.g., parts required by the SB provided at special conditions).

With this new classification, LH intends to enhance the Customer's understanding of the reasons of the SB and its recommended compliance conditions, independently from the commercial support that LH would provide for each SB.

New Service Bulletin classification

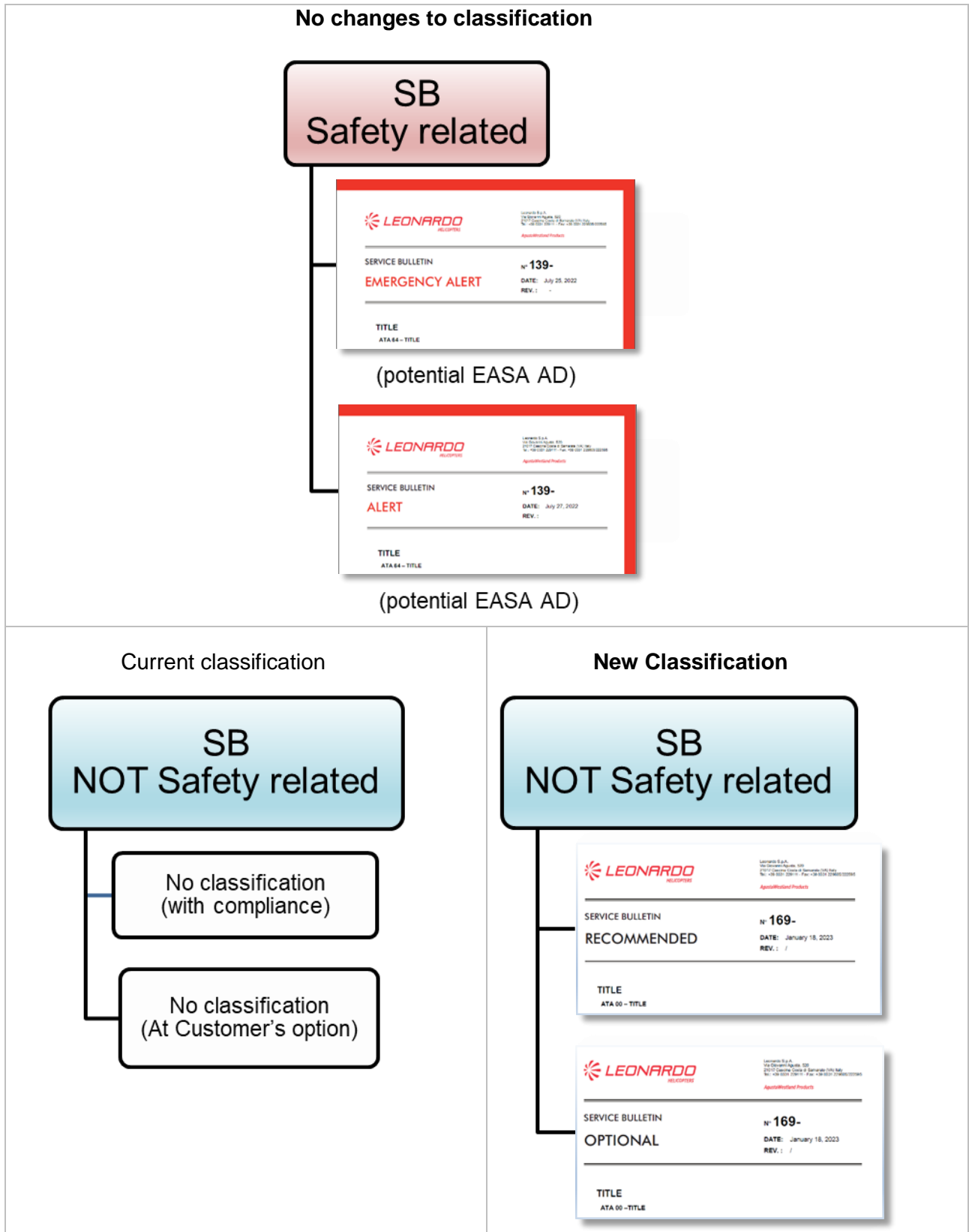



Figure 1

New Service Bulletin classification

The new classification does not introduce any change to Emergency Alert SB and Alert SB (safety related SB). The new SB categories "Recommended" and "Optional" will be introduced and identified in the header of the first page (refer to Figure 2 for examples)

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Figure 2

New Service Bulletin classification

New classification will become effective for SB issued starting from June 1st, 2023 and it will not affect current revision of already published SB's.

Recommended SB

This new category is applicable to SB, NOT safety related, which LH recommends the implementation on the in service fleet according to the published compliance; the classification can be driven by:

- technical reasons:
 - inspection to detect in advance a condition that could impact the helicopter availability and/or components reliability;
 - inspection to manage a specific condition that, if identified during scheduled maintenance, could require heavier maintenance actions;
 - modification to the configuration to align the in service fleet to latest design standard.
- commercial/logistic reasons:
 - discontinued component no more procurable and repairable;
 - LH opportunity to manage only latest components configuration.

LH commercial support to SB classified as "Recommended" will be defined case by case and will be reported within "INDUSTRY SUPPORT INFORMATION" paragraph.

The SB implementation will be an Operator's responsibility and the following statement will be added to the Compliance Paragraph:

"LH recommends the implementation of this SB in accordance with the indicated compliance time, with related tolerance as applicable. It is the Operator's responsibility to properly plan and execute the SB application in accordance with LH recommendations. The Operator remains liable for any deviation."

For this category only the compliance time will be subject to a tolerance, defined through a "Note" making reference to related platform AMPI Chapter 05 standard tolerance Data Module (DM). For your reference, refer to the example below.

Note

"The compliance time is subject to the same tolerances as per AMPI Chapter 05 DM 69-A-05-11-00-00A-028A-A Inspection/task interval tolerances – General".

Optional SB

This new category is applicable to SB issued by LH to allow specific helicopter modifications as a result of commercial offers, contractual requirements, introduction of new kits or components that provide additional capabilities.

New Service Bulletin classification

For both Recommended and Optional SB, paragraph "REASON" will be modified introducing the following statement and table:

"LH issued this SB for the following reason:

Helicopter Reliability/Maintainability	
Product Improvement	
Obsolescence	
Customization	
Product/Capability Enhancement	

The applicable reason will be selected accordingly. Here below some examples of the different reasons and related applicable SB classification.

"Helicopter Reliability/Maintainability" includes:

- SB linked to event NOT safety related for which LH recommend an action (i.e.: inspection) on the in service fleet with a specific compliance time: SB classified as Recommended
- SB to introduce, in advance to AMPI Chapter 05, release inspection or new time limits or to manage transition in case of limits change (reduction): SB classified as Recommended

"Product Improvement" includes:

- SB to introduce components or installation improvements: SB can be classified as Recommended or Optional based on LH technical and commercial evaluation
- SB to introduce components with Reliability/Maintainability improvement: SB can be classified as Recommended or Optional based on LH technical and commercial evaluation

"Obsolescence" includes:

- SB to provide solution to basic/kit components obsolescence: SB can be classified as Recommended or Optional based on LH technical and commercial evaluation

"Customization" includes:

- SB dedicated to specific helicopter S/N as a result of commercial offers: SB classified as Optional
- SB dedicated to specific helicopter S/N as retrofit after delivery: SB classified as Optional

"Product/Capability Enhancement" includes, for example:

- SB to introduce components with new features/capability: SB classified as Optional
- SB to introduce new kits providing additional capabilities: SB classified as Optional

New Service Bulletin classification

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
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