



# SERVICE INFORMATION LETTER

SIL N° S-GEN-24-002  
DATE: May 28, 2024  
REV.: /

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To: Leonardo Helicopters products  
Owners / Operators

**SUBJECT:** Release of new browser  
*Amerigo*® 5

Helicopters Affected: All Leonardo Helicopters products

Dear Customer / Operator / Service Centre,

Hereby, Leonardo Helicopters (LH) is pleased to inform you about the release of the latest version of the Interactive Electronic Technical Publications (IETP) browser "**Amerigo**® 5".



Amerigo® 5 was initially made available for the AW189 Customers and Operators with the 26<sup>th</sup> issue of the AW189 Interactive Electronic Technical Publication (IETP) dated 2024-05-08; it will be soon extended to all LH IETP platforms at the first favourable IETP revision.

Amerigo® 5 has been developed to provide several enhancements for both Server and Client installations in order to improve the navigation of the Technical Publications set.

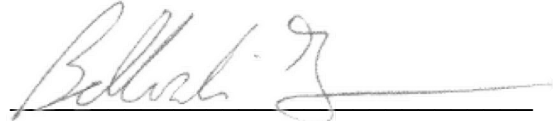
## Release of new browser *Amerigo*® 5

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Please find reported in Annex A a list of the main features introduced with the new release of the browser, for both Server/Client installation.

Should you need any additional information, please do not hesitate to refer to contact our Leonardo Team through the mailbox [leonardo.mbx@leonardo.com](mailto:leonardo.mbx@leonardo.com).

Yours Sincerely,



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

## Annex A



**40% Faster than earlier**

Chrome based browser with multisession feature for an easier navigation and more user-friendly experience.

**Dynamic Search Box**

A dynamic search feature allows users to quickly and easily filter through a large amount of data, providing a seamless and interactive user navigation.

**Data Module flexibility**

The style sheet has been developed to implement new dynamic “*in procedure*” features to provide a more flexible Data Module (DM) readability such as the collapse command of all the DM tables and paragraph nodes, the List of Tables/List of Figures/References or procedures field and much more.



**User-friendly toolbar**

An improved and more intuitive Graphical User Interface (GUI) has been made available with more information visible to the user.

**Improved external software link**

Enhanced connection efficiency between Amerigo© 5 and third party Maintenance softwares.

**Customized PDF software embedded**

A customized suite of PDF tools has been developed dedicated to printing and viewing of PDFs.

**Silent Installation**

A new feature offers the possibility to carrying out a “*silent installation*” and install the software with no user interaction during the installation process (specifically designed for the IT system Admin of any companies).



**Multimedia Supplement**

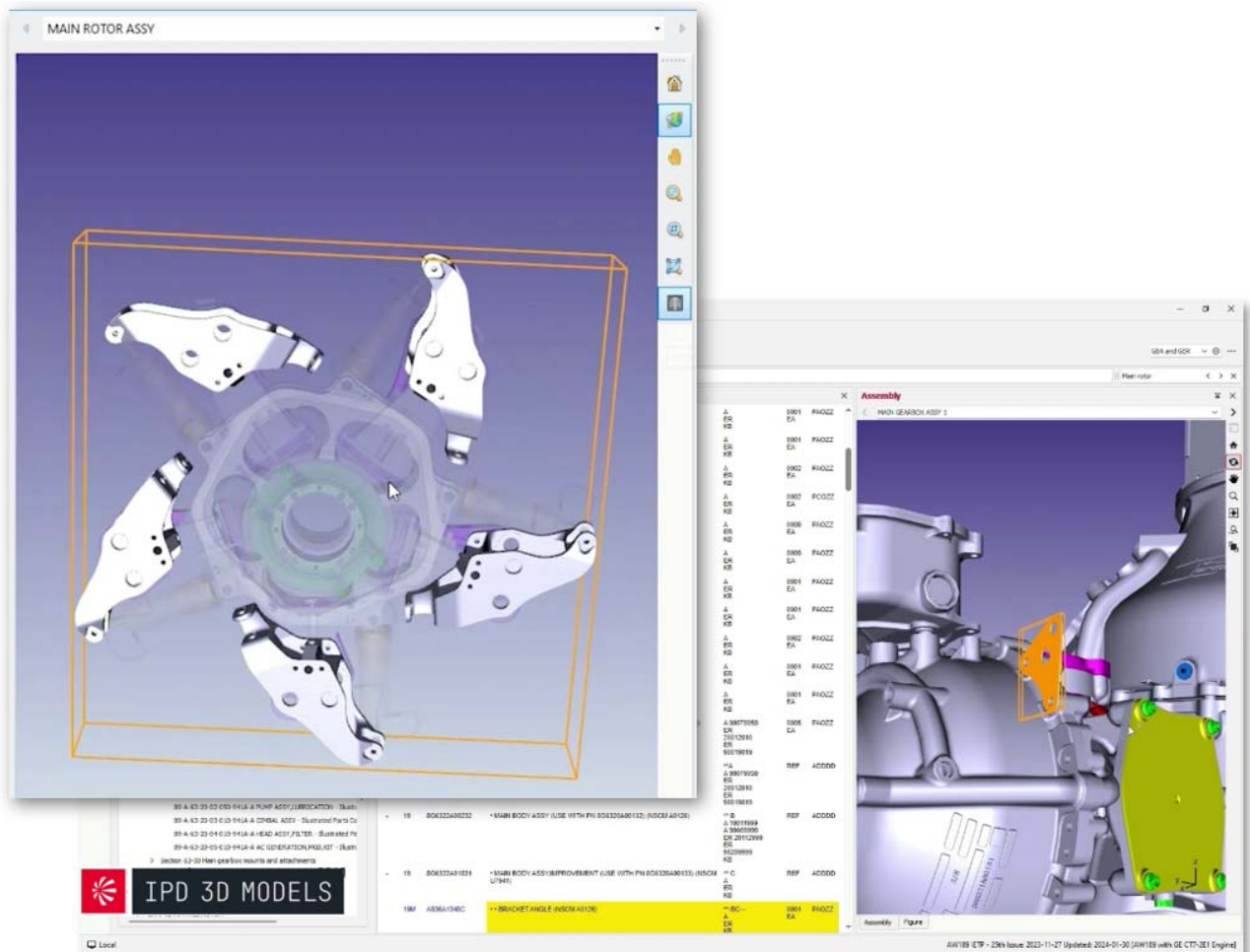
A new development is ongoing for an innovative “*textless*” Maintenance Publications experience, with the target to continuously improve the Customer experience during manual consultation and help the maintainer to reduce the risks of maintenance misunderstandings (in particular for complex installation or assemblies).

Already available for AW169, AW189 and coming soon for further helicopter products.

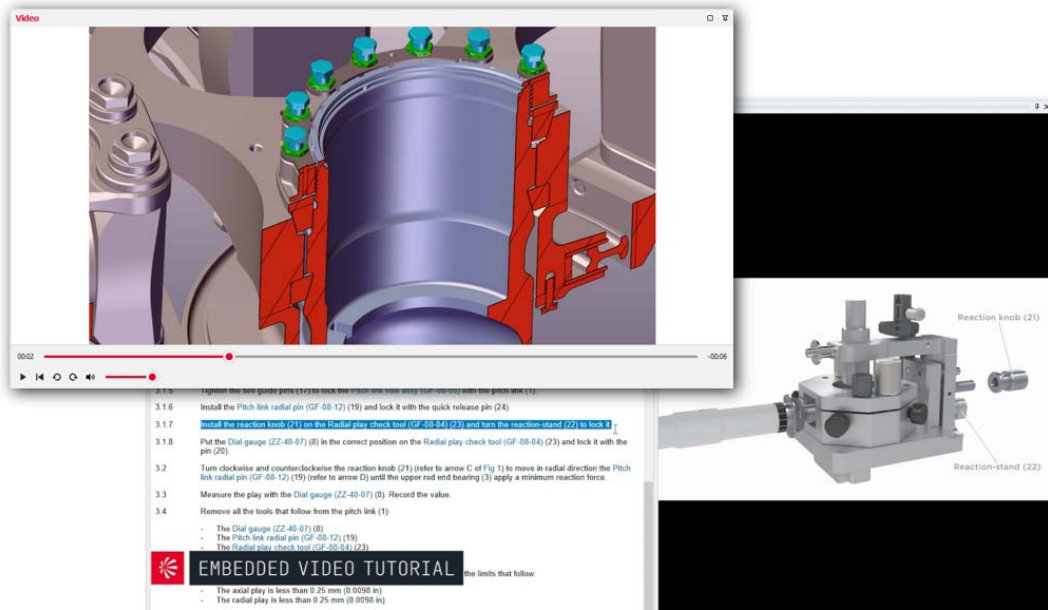
A detailed view of the Multimedia Supplement features is shown in the next pages.

## Multimedia Supplement package main features:

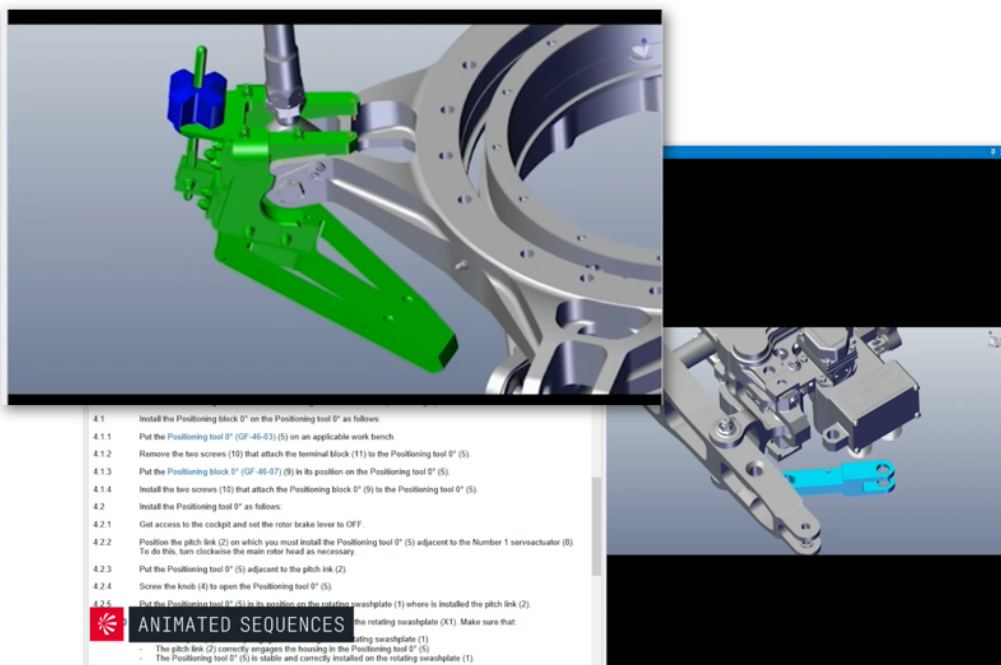
- **Customized 3D models** to immediately identify all the components within complex assemblies. The user can also fully navigate through the 3D model, select a certain component, visualize a specific Part Number reported in the part catalog list and isolate it in the model by ghosting the non relevant items.



- **Video Tutorial and 3D Animated Sequences** to increase the comprehension of complex maintenance activities. The user can see through a video or an animated sequence a complete procedure or a defined set of steps which requires complex activities in a more effective and digitally advanced way.



Note: Animated sequences are also used to clarify critical or complex maintenance tools installation procedures.






All Video Tutorials and Animated sequences multimedia objects can be started by the user directly through a dedicated icon placed on the LH side of the related step, as shown below:

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***Procedure***

**Note**  
This procedure applies to the lag damper P/N 8G6220V00251.

- 1  Remove the body end (9, [Fig 1](#)) as follows:
  - 1.1  Visually inspect the tools for good condition. Make sure that protective features of the tools are not worn out or damaged. Replace protective features as necessary.
  - 1.2  Remove the boot (3) from the body end (9). Discard the boot (3)