

TEchnical request	TE-2024-AS365-00850	Export date 19 Jun 2024 12:51 AM (UTC)
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TE Status

Closure Pending

### ORION Update

#### General information

AH contact	Prakaash Ramakrishnan	Priority	Routine
Open date	11 Jun 2024 07:01 AM (UTC)	Date Requested By Customer	18 Jun 2024 03:59 PM (UTC)
Answer date	14 Jun 2024 08:33 AM (UTC)	Customer complaint	No

#### Customer Contact Data

Company	Galaxy Aerospace (M) Sdn. Bhd. (maintenance center)
Customer contact	Tech Service DGTA <techservicesdgta@galaxyaerospace.my>
Secondary company	
Customer reference	

#### Aircraft Data

A/C type	AS365	A/C version	N3	TTSN (FH)
A/C S/N		Registration		Landings

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### Sub-Events Information

SE #1

Business Domain	Tech Data	SE open date	11 Jun 2024 07:01 AM (UTC)
Request type	Maintenance Manuals	SE close date	
ATA	00. Aircraft general		
ATA sub			
ATA sub sub			

Workcard ref.

SB ref.

MSM / Task ref.

Revision date

Revision identified

Flight Safety

MPN / PN

STC No

### DESCRIPTION / REQUEST

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### Communications

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14 Jun 2024 08:33 AM (UTC)

SE#                    1 - Tech Data                    ATA    00  
From                Prakaash Ramakrishnan (AHM)    To      Tech Service DGTA (Customer)  
Cc

Dear Tech Service DGTA,

To add Attachment 3.

Best regards  
Prakaash

14 Jun 2024 08:28 AM (UTC)

SE#                    1 - Tech Data                    ATA    00  
From                Prakaash Ramakrishnan (AHM)    To      Tech Service DGTA (Customer)  
Cc                    Nuramalina Mohamed (AHM) / Hui Chow (AHM)

Dear Tech Service DGTA,

Hello Prakaash,

Please refer to the below answer.

1. Is there any form of notifications for every ORION update other than the pop-out on the ORION Homepage upon logging in?

**- For ORION FULL revision, we will be notified via email (etechpub publication update).**

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- For ORION update (eg: update 01, update 02, update 03, etc), we will only be notified by the popup message at the ORION homepage.

2. For every ORION update, which date shall we refer to. (refer attachment 1)

- For ORION FULL, the revision stated on the ORION homepage on the top left.

- For ORION update, the revision stated on the popup message at the ORION homepage. (refer attachment 3)

3. How often preprint is released

- This depends on the situation. In event there is a urgent or important deviation or correction need to be issued before awaiting for Normal Revision (RN), the PREPRINT will be issued.

4. Does preprint applicable for online only or both online and offline.

- Only Online.

Best regards  
Prakaash

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11 Jun 2024 09:07 AM (UTC)

SE#                    1 - Tech Data                    ATA    00  
From                  Prakaash Ramakrishnan (AHM)    To      Tech Service DGTA (Customer)  
Cc                     Nuramalina Mohamed (AHM) / Hui Chow (AHM)

Acknowledgement Message:

Dear customer,

Your TE-2024-AS365-00850 was handled by Prakaash Ramakrishnan (AHM Technical Support)

AIRCRAFT: AS365 N3

Airbus Helicopters is committed to answer your request by 18 Jun 2024 at the latest.

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Reminder:  
Customer Priority selected: Routine  
Final Answer Requested Date: 14 Jun 2024

If the date for the Final Answer does not meet your needs, please contact Prakaash Ramakrishnan.

May we remind you that it is necessary to open 'Technical Requests' via AirbusWorld before clicking on the link.

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11 Jun 2024 07:07 AM (UTC)

SE#                    1 - Tech Data                    ATA    00  
From                Tech Service DGTA (Customer)    To      Prakaash Ramakrishnan (AHM)  
Cc

Dear Prakaash,  
For item no.2, kindly ignore the previous attachment. Please refer to the correct picture attached with this message. Sorry for the inconvenience caused.

Thank you

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11 Jun 2024 07:01 AM (UTC)

SE#                    1 - Tech Data                    ATA    00  
From                Tech Service DGTA (Customer)    To      Prakaash Ramakrishnan (AHM)  
Cc

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Dear Prakaash,

I would like to enquire on several things:

1. Is there any form of notifications for every ORION update other than the pop-out on the ORION Homepage upon logging in?
2. For every ORION update, which date shall we refer to. (refer attachment 1)
3. How often preprint is released
4. Does preprint applicable for online only or both online and offline.

Appreciate your advice on these matters. Thank you  
Regards

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