



Access to SAFRAN ELECTRONICS & DEFENSE WEB PORTAL as per Airbus IN 3990-I-45

1 message

Siti Aishah GAM 2 <aishah@galaxyaerospace.my>

To: Deanna Izzaty Ahmad Shoufik <deanna@galaxyaerospace.my>

Cc: PUBLICATION & RECORD CAMO <publication@galaxyaerospace.my>, Mohd Shazalie Ramli <shazalie@galaxyaerospace.my>, ZATY NADHIRA MOHAMED ZUHARI <zaty@galax

Dear Deanna,

Below link of [Home - Safran Electronics & Defense \(safran-electronics-defense.com\)](https://www.safran-electronics-defense.com) for aircraft APMM AS365N3. To access please use below id and password:ID: aishah@galaxyaerospace.my

Password: Gamsubang_2024!@

This website purposely to introduce SAFRAN ELECTRONICS & DEFENSE WEB PORTAL FEATURES and any technical query related engine Safran Turbomeca.

Please update your list.

Thank You.

Kindest Regards,

Siti Aishah Mansor

Technical Service

for and on behalf of

GALAXY AEROSPACE (M) SDN BHD

No. A-01-02, Blok A, Bangunan Perdagangan Siera Ara Damansara, Jalan PJU 1A/5A, Ara Damansara, 47301 Petaling Jaya, Selangor.

☎ +603-7455 0555 📠 +603-7734 7526

Lot 11-14, MRO Centre, MIAC, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor.

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----- Forwarded message -----

From: **#F_SED Contact-Avionics-Support (SAFRAN ELECTRONICS & DEFENSE)** <contact.avionics-support.sed@safran-group.com>

Date: Thu, Mar 28, 2024 at 4:35 PM

Subject: RE: Request for clarification on Airbus IN No. 3990-I-45

To: Siti Aishah GAM 2 <aishah@galaxyaerospace.my>

Cc: techservicesdgta@gmail.com <techservicesdgta@gmail.com>, Mohd Shazalie Ramli <shazalie@galaxyaerospace.my>, ANCEL Dominique (SAFRAN ELECTRONICS & DEFENSE

Valentine (SAFRAN ELECTRONICS & DEFENSE) <valentine.vigourt@safran-group.com>, MION Paul (SAFRAN ELECTRONICS & DEFENSE) <paul.mion@safran-group.com>

C2 - Confidential

Dear Customer

[Home - Safran Electronics & Defense \(safran-electronics-defense.com\)](https://www.safran-electronics-defense.com)

This is the right URL

Many thanks

Laurent HAQUIN

Avionics Customer Support - Key Accounts Director

Safran Electronics & Defense

Avionics Division / Customer Support Directorate

Sales & Marketing Department

11 / 13 rue Ampere (Amp1 / RDC AM1044)

MASSY(FR) 91300

Tel : +33 1.58.11.93.78

Mob : +33 6.75.69.53.63

www.safran-group.com

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De : Siti Aishah GAM 2 <aishah@galaxyaerospace.my>

Envoyé : jeudi 28 mars 2024 09:30

À : #F_SED Contact-Avionics-Support (SAFRAN ELECTRONICS & DEFENSE) <contact.avionics-support.sed@safrangroup.com>

Cc : techservicesdgt@gmail.com; Mohd Shazalie Ramli <shazalie@galaxyaerospace.my>; ANCEL Dominique (SAFRAN ELECTRONICS & DEFENSE) <dominique.ancel@safr ELECTRONICS & DEFENSE> <valentine.vigourt@safrangroup.com>; MION Paul (SAFRAN ELECTRONICS & DEFENSE) <paul.mion@safrangroup.com>

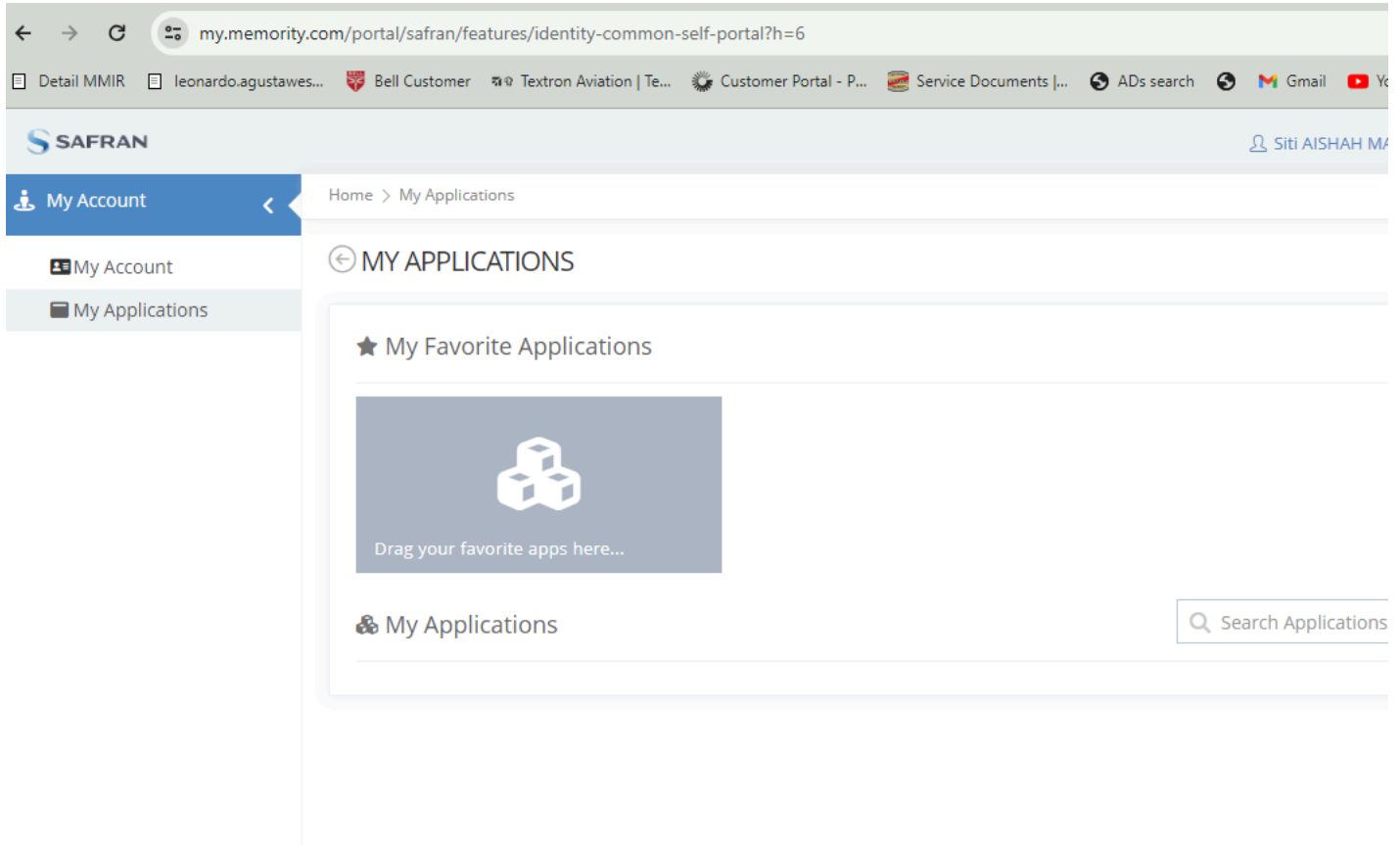
Objet : Re: Request for clarification on Airbus IN No. 3990-I-45

CAUTION: This message originated from an outside organization. In case of suspicion, click on "Report to SAFRAN Security" from the Outlook ribbon.

Hi Laurent,

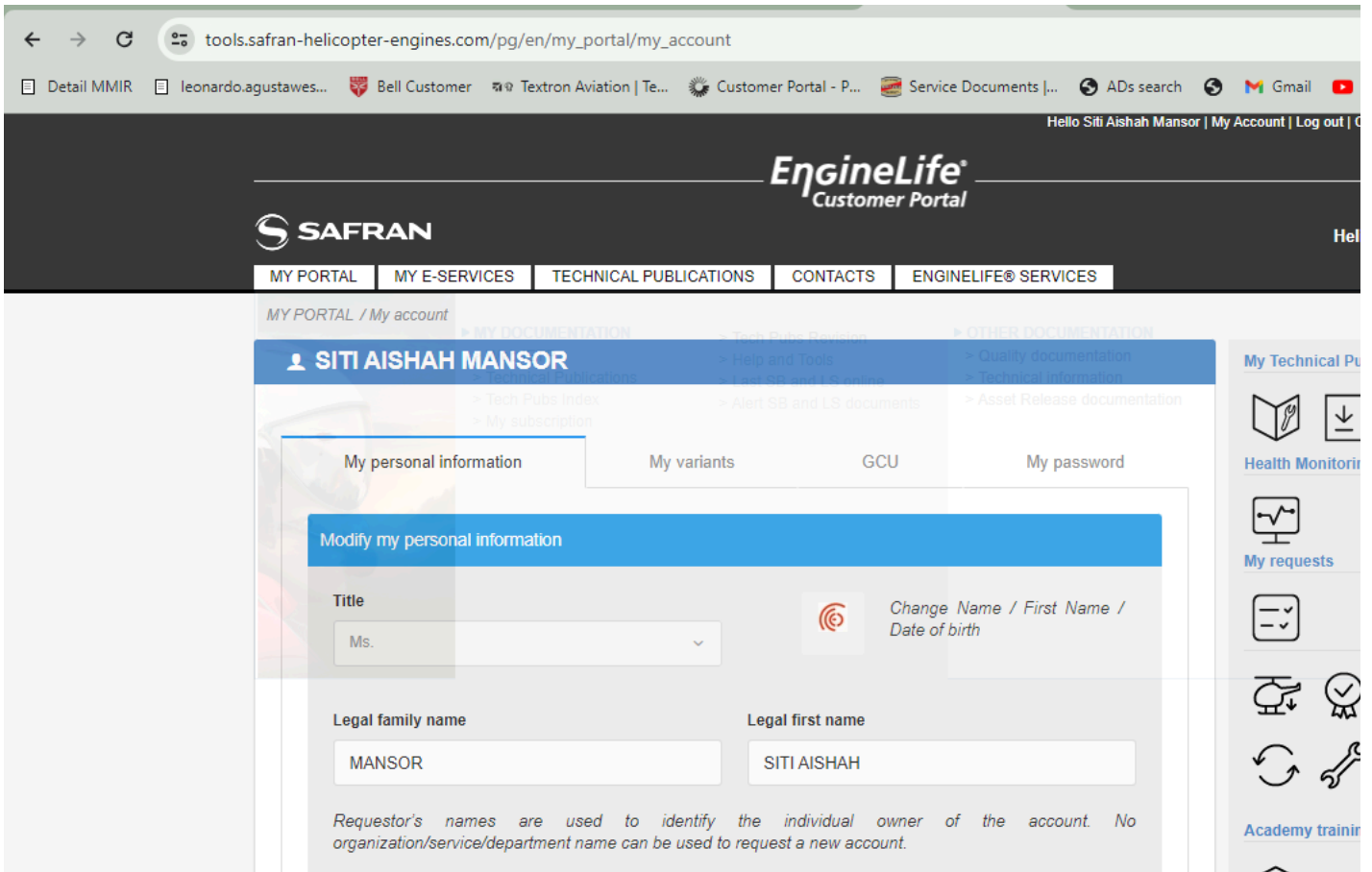
Good to hear your feedback.

We managed to access your portal, unfortunately there is no additional tab " Just after, please, submit your query in « Services Access » >> « My requests » in order to track the query on this portal. Could you advise me on the next step?



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In Meanwhile,
Below is my access into Tools.safran-helicopter-engines.



Thank you.

Kindest Regards,
Siti Aishah Mansor
 Technical Service
 for and on behalf of
GALAXY AEROSPACE (M) SDN BHD



No. A-01-02, Blok A, Bangunan Perdagangan Siera Ara Damansara, Jalan PJU 1A/5A, Ara Damansara, 47301 Petaling Jaya, Selangor.

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On Thu, Mar 28, 2024 at 3:54 PM #F_SED Contact-Avionics-Support (SAFRAN ELECTRONICS & DEFENSE) <contact.avionics-support.sed@safrangroup.com> wrote:

C2 - Confidential

Dear Valued Customer

Thank you very much for you query

First of all, it is important that you log in the Avionics Customer support Website. Home - Safran Electronics & Defense (safran-electronics-defense.com)

We are going to send you your password in a short term (today)

Just after, please, submit your query in « Services Access » >> « My requests » in order to track the query and to be handled by our right department

As far as I know, I don't see your name in the SAFRAN common database for the unique Login to all SAFRAN website (SAFRAN Helicopter engines)

Thank you very much for your confidence

Best regards

Laurent HAQUIN
Avionics Customer Support - Key Accounts Director

Safran Electronics & Defense

Avionics Division / Customer Support Directorate

Sales & Marketing Department

11 / 13 rue Ampere (Amp1 / RDC AM1044)

MASSY(FR) 91300

Tel : +33 1.58.11.93.78

Mob : +33 6.75.69.53.63

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De : Siti Aishah GAM 2 <aishah@galaxy aerospace.my>

Envoyé : jeudi 28 mars 2024 08:23

À : #F_SED Contact-Avionics-Support (SAFRAN ELECTRONICS & DEFENSE) <contact.avionics-support.sed@safrangroup.com>

Cc : techservicesdgt@gmail.com; Mohd Shazalie Ramli <shazalie@galaxy aerospace.my>

Objet : Request for clarification on Airbus IN No. 3990-I-45

CAUTION: This message originated from an outside organization. In case of suspicion, click on "Report to SAFRAN Security" from the Outlook ribbon.

Hi,

We are CAMO for MMEA Fleet AS365N3 which fitted with Engine Type Arriel 2C,

Recently Airbus issued an Information Notice Ref No. 3990-I-45 regarding INDICATING AND RECORDING SYSTEM - PMT software activation, upgrade and purchase procedure,

Therefore we required some info for this service:

- 1) What is the full name of PMT.
- 2) Is it mandatory to subscribe this software and if so what is the cost?
- 3) MMEA is military aircraft, as per mention in the IN No. 3990-I-45 this IN applicable to AS365N3 (CIVIL) only.
- 4) Where to check this software in the aircraft system, it is in MFDAU only.
- 5) We do have access to tools under turbomeca website, it is the same access to log in.

Please advise, Thank you.

Kindest Regards,
Siti Aishah Mansor
Technical Service
for and on behalf of
GALAXY AEROSPACE (M) SDN BHD



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2 attachments

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