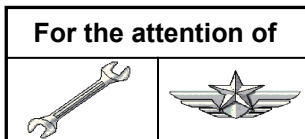


SAFETY INFORMATION NOTICE

SUBJECT: GENERAL

Increasing number of serious incidents/accidents caused by failures to comply with "routine" applicable maintenance instructions



AIRCRAFT CONCERNED	Version(s)	
	Civil	Military
EC120	B	
AS350	B, BA, BB, B1, B2, B3, D	L1
AS550		A2, C2, C3, U2
AS355	E, F, F1, F2, N, NP	
AS555		AF, AN, SN, UF, UN
EC130	B4	
SA360	C	
SA365 / AS365	C, C1, C2, C3, N, N1, N2, N3	F, Fs, Fi, K
AS565		AA, MA, MB, SA, SB, UB
SA366	G1	GA
EC155	B, B1	
SA321	Ja	Ga, Gb, Gc
SA330	J	Ba, Ca, Ea, H, L, Jm, S1, Sm
SA341	G	B, C, D, E, F, H
SA342	J	L, L1, M, M1, Ma
ALOUETTE II	313B, 3130, 318B, 318C, 3180, 3180B, 3180C	
ALOUETTE III	316B, 316C, 3160, 319B	
LAMA	315B	
EC225	LP	
EC725		AP
AS332	C, C1, L, L1, L2	B, B1, F1, M, M1
AS532		A2, U2, AC, AL, SC, UC, UE, UL
BO105	A, C (C23, CB, CB-4, CB-5), D (D, DS, DB, DBS, DB-4, DBS-4, DBS-5), S (CS, CBS, CBS-4, CBS-5), LS A-3	E-4, CBS-5 KLH
BK117	A-1, A-3, A-4, B-1, B-2, C-1, C-2	
EC135	T1, T2, T2+, P1, P2, P2+, 635 T1, 635 T2+, 635 P2+	

EUROCOPTER has recently learned of several incidents and accidents, some of them serious, which have been caused by failures to comply with "routine" applicable maintenance procedures, in particular assembly procedures. The aim of this Safety Information Notice is to draw your attention to this issue and to remind you that it is important to strictly comply with all applicable maintenance procedures, including the most basic and simple ones, to ensure proper helicopter performance and flight safety.

A helicopter Maintenance Program is derived from:

- Prior functional analysis during the helicopter's development phase:

The maintenance operations that are necessary to maintain a helicopter's continuing airworthiness are defined during the development of the helicopter. For each component of a particular assembly, maintenance instructions are developed which take into consideration the component potential failure mode(s), the probability of such failures occurring, and the possible resulting consequences.

The maintenance operations and the schedule of such operations (one or recurring operations) vary depending upon the component(s) involved.

- Service experience and feedback from the field:

Service experience and active feedback from operators provides EUROCOPTER with data from a wide range of operating environments. This type of information is essential because it is utilized to identify helicopters in service behaviour issues (see Information Notice No. 2046-I-00).

The systematic analysis of incidents and/or accidents that are reported to EUROCOPTER help us to continuously enhance our Maintenance Programs and our products.

- Strict compliance with applicable assembly and maintenance procedures is essential to airworthiness and to safety:

EUROCOPTER's Maintenance Program contents are based upon the assumption that all assembly, maintenance, and adjustment operations have been performed in accordance with applicable maintenance instructions and procedures. Any failure to fully comply with any and all applicable maintenance instructions can compromise a helicopter's airworthiness and safety of the flights.

Flight safety requires strict compliance with all applicable assembly, maintenance and adjustment procedures.

Maintenance Program Safety Issues:

The maintenance of a helicopter, which is essential for safety and continuing airworthiness, involves 2 types of operations:

- The performance of maintenance operations which do not involve the removal of components e.g., maintenance that involves measurement of play, tactile checks, visual inspections, etc.
The result of such operation may lead to another specific action.

- The performance of maintenance operations which involve the removal and/or installation of components:

This type of action **may lead to errors in complying with basic and easily applicable operations** (such as tightening an attachment, positioning a component, replacing parts, etc.). It is this latter type of maintenance operations (removal and/or installation) where the largest number of maintenance errors are made and which have recently resulted in several incidents and accidents.

EUROCOPTER would like to remind all operators that there is no such thing as "routine maintenance". It is important to note that all steps of a maintenance operation are critical for flights safety. Even the most "routine" maintenance operation can result in a serious incident or accident if performed improperly. All maintenance on EUROCOPTER helicopters should be performed in strict compliance with all applicable maintenance procedures.

Maintenance should be performed by skilled and professional maintenance personnel who pay attention to every detail associated the work they do. To effectively maintain continued airworthiness and flight safety it is critical that all maintenance personnel be trained to perform the above mentioned tasks and that they evolve in an organization which is dedicated to safety management and which minimizes the risk of errors.

We also invite you to review the letter entitled "A Call for Action by Helicopter Owners" which was issued by EUROCOPTER through Safety Information Notice No. 2170-S-00. This document emphasizes the importance of strict compliance with the maintenance program prepared by the manufacturer and the introduction of a safety management system.

We also invite you to visit the International Helicopter Safety Team web site for additional information: <http://www.ihst.org/>.