



american eurocopter's CUSTOMER SUPPORT NEWSLETTER

SERVICE • SUPPORT • SATISFACTION

customer support news and bulletins

February 2010 / Volume 1, Issue 2

Larry's Letter

Final arrangements are well under way for our participation at the 2010 Heli-Expo in Houston. American Eurocopter has taken special care in planning with Eurocopter to illustrate and avail an informative array of the world of services that we offer to our customer base. We will be represented by a varied group of staff and management members from the Sales, Marketing and Customer Support Department. Heli-Expo is always an opportune time say hello to old friends, meet newcomers to the industry and listen to your suggestions regarding ways that we can improve our services or to hear from you relative to what we are doing right that is making a difference for your operation. We remain committed to continually listening to our customers in effort to improve our services and to earn your business every day.

Regards,

Larry Roberts
Vice President of Sales, Marketing & Customer Support

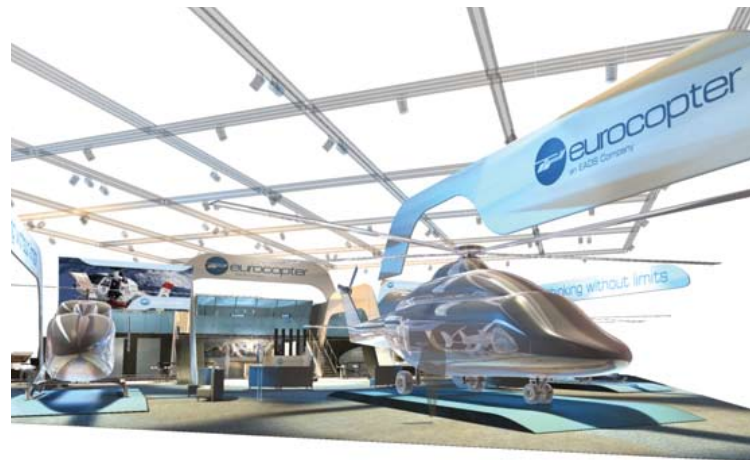
Heli-Expo 2010: The Countdown to Houston has Begun!

Once again the helicopter industry will descend upon Houston, TX, for this year's Heli-Expo convention. The tradeshow will be held February 21-23 and Eurocopter will – as always – be there in full force at booth #3128. Buoyed by its strong results in 2009 against a downturn economy, Eurocopter's presence at Heli-Expo 2010 will emphasize the company's wide range of products and services, as well as some of the innovative and exciting technologies currently in development.

American Eurocopter will also be supporting the show in strength and we invite all of our current, former and prospective customers to visit us on the Eurocopter booth #3128 in the center of the convention hall. Representatives from our Sales, Marketing and Customer Support teams will be on hand to answer any product, technical or services questions you may have, or just to catch-up over a coffee.

Our booth will also include a range of advanced technologies, reflecting Eurocopter's recent announcement that it will be demonstrating at least one new product or technology each year. Developments featured at the show will include those highlighting both Eurocopter's commitment to environmental leadership and the company's lead in low-noise neighborly friendly rotorcraft, as well as updates on our unmanned aerial vehicle efforts.

Showcasing the strength of our helicopters throughout the industry, we will have EMS-configured versions of the EC130, EC135 and EC145, plus a utility-configured AS350 B2 and a search & rescue configured full-scale mock-up of the EC175. Additional Eurocopter products will be featured on the booths of our partners and customers throughout the show.



Preliminary conceptual rendering of the new Eurocopter booth.

Spotlighting Eurocopter's central focus on services, our booth will also feature a wide range of aftermarket capabilities, including the Keycopter portal, a wide range of optional equipment, our virtual cockpit procedures trainer and several new exciting retrofit programs. We will also have services specialists there who will be able to provide briefings and materials regarding Eurocopter's latest training programs and 'By-the-Hour' services, including TopFlight, and will be happy to discuss with you any specific support requirements that you may have.

cont'd on pg. 4

AOG Policy Update

In November 2009, we modified our AOG policy based on feedback we received from our customers and data collected after the launch of our AOG center. The level of incoming AOG orders did decrease for period of time, but we are now once again starting to see an increase in orders being placed as AOGs.

In January 2010, 36% of all AOG orders were received between 14:00 and 16:00 CST. As previously communicated to customers, any orders placed as 'Rush' orders before 14:00 CST will be processed as next day delivery by our new StreamFlex logistics system, therefore avoiding the need for them to be placed as AOG orders. Rush orders placed after 14:00 CST are automatically converted to AOG status, thereby hampering our ability to focus on responding to genuine 'hard' AOG orders. We therefore strongly encourage customers to adhere to the 14:00 CST deadline for Rush orders, and to utilize our AOG Center for genuine 'hard' AOG orders

We are continuing to monitor the activity with the intent of refining the process and ensuring that you are able to get your aircraft mission ready as quickly as possible.

Ed Spalding Retires



As many of you may know Ed Spalding has retired, effective January 29, 2010. During his 40-year tenure with the company, Ed acquired a vast knowledge of company products and established close relationships with many customers and Eurocopter employees. We wish him the best as he transitions

to his life away from American Eurocopter.

For customer support issues, you may still contact Jim Creighton in the Tech Support office for matters related to the Gazelle, Alouette, and Lama product lines. Jim will also remain your contact for Dauphin- and Puma-related technical issues, supported by our AS332/EC225 specialist Erich Crossin, who is transitioning to the Technical Support office to take Ed's place for the short-term. Erich will continue to provide support to AS332/EC225 customers in the field.

KeyUpdate



Keycopter at Heli-Expo 2010

Remember to look for us at Heli-Expo in Houston (February 21 – 23) at booth #3128. We will be conducting On-Site Keycopter Basic Navigation training that will feature a host of Keycopter tips including Basic Navigation, Sales Order Creation, Product Search, Order Tracking and Back Order Log. American Eurocopter staff will be on hand to answer questions. Here is the training schedule for the show:

Schedule:

Time Expo Times	Sunday 11-5pm	Monday 10-5pm	Tuesday 10-4pm
10:30am - 11:30am	X	Basic Navigation	Basic Navigation
11:30am - 12:30pm	Basic Navigation	Sales Order Creation / Product Search	Sales Order Creation / Product Search
12:30pm - 1:30pm	Lunch	Lunch	Lunch
1:30pm - 2:30pm	Sales Order Creation / Product Search	Order Tracking / Backorder Log	Order Tracking / Backorder Log
2:30pm - 3:30pm	Basic Navigation	Basic Navigation	Basic Navigation
3:30pm - 4:30pm	Order Tracking / Backorder Log	Sales Order Creation / Product Search	X

Invitations were sent out on January 19. If you did not receive your invitation and would like to schedule time during one of the sessions, please contact Ericka Wright, Keycopter Business Solutions Analyst, at ericka.wright@eurocopterus.com or 972-641-5009.

If you or someone within your company would like to have access to Keycopter, please contact your company's Focal Point. If you do not know who to contact within your organization, please email Keycopter.Support@eurocopterus.com or call 972-641-5009 to receive the correct forms for access to Keycopter.



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SERVICE BULLETINS & SERVICE LETTERS

January 2010

EC120

IN 2102-I-64 - TAIL ROTOR- Fenestron-type Tail Rotor Metal Blades
IN 2103-I-29 - HYDRAULIC POWER -Hydraulic system - Hydraulic pressure regulators RPR2A, RPR2B, RPR3, RPR4 and S55T2

AS350

ASB 05.00.60 - TIME LIMITS - MAINTENANCE CHECKS - Check for no play in the tail rotor pitch-change links
ASB 05.00.61 - ENGINE CONTROLS -Functional check of the 2 contactors 53Ka and 53Kb which are used to switch from IDLE mode to FLIGHT mode or from FLIGHT mode to IDLE mode
IN 2098-I-25 - EQUIPMENT AND FURNISHINGS -Clarification concerning adjustment of the ONBOARD-type load release unit mechanical release control
IN 2103-I-29 - HYDRAULIC POWER -Hydraulic system - Hydraulic pressure regulators RPR2A, RPR2B, RPR3, RPR4 and S55T2
IN 2107-I-28 - FUEL -Use of the Emergency Fuel Specified in the Flight Manual for AS350 B3
Helicopters Equipped with an Arriel 2B Engine

EC130

SB 67-011 - ROTOR FLIGHT CONTROLS -Yaw Teleflex control routing improvement
ASB 05A009 - ENGINE CONTROLS -Functional check of the 2 contactors 53Ka and 53Kb which are used to switch from IDLE mode to FLIGHT mode or from FLIGHT mode to IDLE mode
IN 2098-I-25 - EQUIPMENT AND FURNISHINGS -Clarification concerning adjustment of the ONBOARD-type load release unit mechanical release control
IN 2102-I-64 - TAIL ROTOR- Fenestron-type Tail Rotor Metal Blades
IN 2103-I-29 - HYDRAULIC POWER -Hydraulic system - Hydraulic pressure regulators RPR2A, RPR2B, RPR3, RPR4 and S55T2

AS355

SB 34.00.16 - NAVIGATION - Maintenance of radar antenna slaving units
ASB 05.00.56 - TIME LIMITS - MAINTENANCE CHECKS -Check for no play in the tail rotor pitch-change links
IN 2098-I-25 - EQUIPMENT AND FURNISHINGS -Clarification concerning adjustment of the ONBOARD-type load release unit mechanical release control
IN 2103-I-29 - HYDRAULIC POWER -Hydraulic system - Hydraulic pressure regulators RPR2A, RPR2B, RPR3, RPR4 and S55T2

EC135

ASB EC135-67A-019 REV 3 - Rotor Flight Controls - Tail Rotor, Cyclic and Collective Controls - Check bearings for correct attachment and retrofit of bushings and washers
SB EC135-25-008 - Equipment / Furnishings - Cockpit Furnishings - Retrofit of sun shades
SB EC135-25-009 - Equipment/Furnishings - Emergency Locator Transmitter - Retrofit of a protective cap to the ELT antenna
SB EC135-31-048 REV 4 - Landing Gear - Aft Cross Tube - Replacement of the aft cross tube
SB EC135-34-029 - Navigation - Tactical Communication - Modification of control unit C-5000
SB EC135-85-035 REV 1 - Optional Equipment - Cargo Hook - Retrofit of Double Cargo Hook
IN 2084-I-80 - Engine Turbomeca Arrius 2B2- Note regarding a modified FADEC - «Start Logic» by Turbomeca software version «8» P/N L116000802
IN 2090-I-23 - Tactical Radio-Note regarding the use of the tactical radios and their influence on navigation systems.
IN 2102-I-64 - TAIL ROTOR- Fenestron-type Tail Rotor Metal Blades
IN 2104-S-24 - Starter / Generator of the Goodrich Company- Use of approved original carbon brushes of the Goodrich

company

IN 2111-I-34 - Navigation -FreeFlight GPS - Adaption of the FreeFlight GPS (TRIMBLE) to the new Jeppesen databases
IN 2112-I-00 - INDOC CD-ROM Revision 10- INDOC CD-ROM with errors

EC145

ASB BK117C-2-33A-010 REV 2 - Lights - Cross Tube mounted Landing Light - Installation of a new- Holder
ASB BK117C-2-52A-007 REV 2 - Doors and Service Covers - Pilot Doors and Sliding Doors - Retrofit of pilot door and sliding door locking device
SB BK117C-2-34-013 - Navigation - Tactical Communication- Modification of control unit C-5000
SB BK117C-2-52-009 - Doors and Service Covers - Sliding Door - Retrofit of locking device
IN 2090-I-23 - Tactical Radio-Note regarding the use of the tactical radios and their influence on navigation systems.
IN 2104-S-24 - Starter / Generator of the Goodrich Company- Use of approved original carbon brushes of the Goodrich company
IN 2105-S-05 - TIME LIMITS - MAINTENANCE CHECKS - MAIN AND TAIL ROTOR DRIVE - GEARBOXES: Lubricating oil level
IN 2126-I-85 - External Mounted Hoist System

EC155

SB 34-019 - NAVIGATION -Maintenance of radar antenna slaving units
SB 45-002 - CENTRAL MAINTENANCE SYSTEM -M'ARMS indicators threshold value definitions
ASB 05A007 REV 2 - TIME LIMITS - MAINTENANCE CHECKS -Check of the MGB Planet Gear Carrier
ASB 05A015 REV 3 - TIME LIMITS - MAINTENANCE CHECKS -Maintaining the oil level in the tail gearbox (TGB) at its maximum level. Checking the tail rotor hub (TRH) pitch change control rod bearing for absence of play.
IN 2103-I-29 - HYDRAULIC POWER -Hydraulic system - Hydraulic pressure regulators RPR2A, RPR2B, RPR3, RPR4 and S55T2
IN 2113-I-22 - AUTO FLIGHT -Adjustment of the length of SEMA actuator rod assemblies on the LH and RH roll channels

EC225

SB 45-001 REV 2 - CENTRAL MAINTENANCE SYSTEM -M'ARMS system - Definition of vibration thresholds on ground station
SB 34-005 - NAVIGATION -Maintenance of radar antenna slaving units
SB 24-009 REV 1 - ELECTRICAL POWER -Modification of 30/40 kVA alternating current electrical master boxes
SB 24-008 REV 1 - ELECTRICAL POWER -Alternating current electrical master boxes (alternator protection boards)
IN 2100-I-45 - CENTRAL MAINTENANCE SYSTEM -HUMS/FDR - Software configuration management for MFDAU and VPU boards

BO105

IN 2090-I-23 - Tactical Radio-Note regarding the use of the tactical radios and their influence on navigation systems.
IN 2105-S-05 - TIME LIMITS - MAINTENANCE CHECKS - MAIN AND TAIL ROTOR DRIVE - GEARBOXES: Lubricating oil level

BO105LS

IN 2090-I-23 - Tactical Radio-Note regarding the use of the tactical radios and their influence on navigation systems.

BK117

IN 2104-S-24 - Starter / Generator of the Goodrich Company- Use of approved original carbon brushes of the Goodrich company
IN 2105-S-05 - TIME LIMITS - MAINTENANCE CHECKS - MAIN AND TAIL ROTOR DRIVE - GEARBOXES: Lubricating oil level

Heli-Expo 2010:

The Countdown to Houston has Begun! (cont'd)

As usual, representatives from American Eurocopter's Technical Support team will also be providing our ever-popular technical updates on each of our major products, these taking place on Sunday, February 21st as follows: 10:00am – EC135; 11:00am – EC145/BK117; 12:00pm – EC120; 1:00pm – AS350/AS355/EC130.

We greatly look forward to catching-up with our customers at the show, and invite all operators, owners, pilots, crews, mechanics, engineers, buyers, builders and tire-kickers to visit us on our booth (#3128). And for those unable to make it this year, we will be providing a full show brief in the next edition of the Customer Support Newsletter.



Another rendering of the new Eurocopter booth.

Long Lead Time Items

Below is a list of items for which there may be long lead times due to the limited supply which exists. Eurocopter has specific actions in place intended to increase the availability of each of these items as soon as possible. In the meantime, we encourage you to plan as much in advance as possible and/or provide forecasts for these items.

Material Number MPN	Description	Models
704A33698027	SLEEVE	EC130, AS350, AS355
704A32810008	EXTINGUISHER, CABIN (FIRE EXTINGUISHER)	EC120, EC130, AS350, AS355, SA341, SA342, SA360, AS365, EC155
360A34100302	INTERMEDIATE SHAFT FOR REAR TRANS.	AS365
350A31182704	FREQUENCY ADAPTOR TRIO	AS350, AS355
31606810902	BEARING	EC135, BK117, EC145/BK117C-2, BO105, BO105 LS A-3
31606207015	O'RING	SA315, SA3130, SA3160
346148	117-14111\TENSION TORSION STRAP	BO105 CB-5, CBS-5, DBS-5, LS A-3, CBS-5 KLH, plus all BK 117s
17107	J17322-1\TENSION-TORSION-STRAP	All BO105s
79928	11-3943P\BEARING	BK117, BK117C, EC145, BO105, BO105S, BO105LS, BO105KLH, BO105, BO105 VBH, BO105 PAH1
74026	1121-31521.05\RUBBER SLEEVE	EC135, BO105, BO105 S, BO105 LS, BO105 VBH

AS350 and AS355 Ground Handling Wheels

We have had some reports of ground handling wheels (part number **856DRH032B** - Eurocopter part number **355A91-0045-01**) leaking. The following information is meant to assist with minimizing leaks as well as providing general information on the care and maintenance of the wheels.

Please find some helpful tips below:

1. Avoid overfilling the reservoir
2. Avoid allowing the wheels to be inverted (flipped up side down)
3. Avoid mixing the hydraulic fluid with a type which is not approved for use in the wheels (or filling the wheels with the wrong fluid)

One of the common hydraulic fluids called out in the specification for the ground wheels is MIL-H-5606.

Information on the handling, maintenance, parts, and repair of the ground handling wheels can be found in the **Technical Specification 856 DRH 032 00 03** for these wheels. If you need a copy of this specification, please contact American Eurocopter Technical Support at 1-800-232-0323 and we will be happy to email you a copy. If you need a hard copy, one may be purchased from American Eurocopter Technical Publications via Gerri Robinson at 972-641-3670.

Regional Technical Support Update



We are pleased to announce that Mike Morters is taking over the role of Regional Technical Support for the Northeast area formerly served by Terry Kratovil, who is now supporting our military programs. Mike previously worked in our Grand Prairie Technical Support Office, supporting the BO105, EC135, BK117 and EC145 products. His qualifications and experience will make the transition transparent for our customers in the Northeast Region.

Mike's email (michael.morters@eurocopterusa.com) remains unchanged and we will publish his new contact phone numbers on our web page (www.eurocopterusa.com/support_technical/regTechRep.asp) as soon as he has made the transition from Texas to the Pennsylvania area. In the interim, customers can always contact our general Technical Support number (1-800-232-0323) and request to be transferred to Mike's phone line.



HOW TO **MEASURE**

environmental

P E R F O R M A N C E

Join the Heli-Expo Briefing: Measuring Environmental Performance

9:00 a.m., Monday, February 22 at the George R. Brown Convention Center, Room 370A

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