



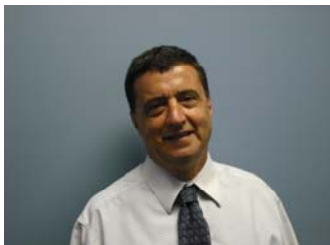
Eurocopter Canada's Customer Support Newsletter

2010 Volume 2, July / August / September , Issue 2

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Note from the Director



Dear Valued Customer,

In this fourth customer support newsletter, the Eurocopter Canada Limited (ECL) team has exciting news to share with you with our new opening of a new location in Quebec. The offices located in Saint Laurent, will offer Customer and Technical

Support. In conjunction with the opening of the Quebec office, ECL welcomes aboard Ms. Kory Perusse as a new Customer Support Representative for the Quebec region (see page 2 for more details).

We have had a very good response to the launch of Eurocopter Canada's Rotor Rewards program. We encourage anyone who has not yet registered to take advantage of the program and the additional savings your company will see.

I would like to thank all of the customers and operators who have participated in Eurocopter's biannual Customer Survey. The

results will help Eurocopter better understand your evolving needs, track the effectiveness of ongoing customer satisfaction initiatives and identify new opportunities for product and service enhancements based on customer needs. Final results and corresponding action plans will be communicated once completed in the fall.

Enjoy your summer and fly safe.

Gordon Kay
Director, Customer Support

Sign up and save more with Rotor Rewards



Open exclusively to Canadian owners and operators of Eurocopter aircraft, ECL's customer loyalty program - Rotor Rewards - is now in full swing. Rotor Rewards includes tailor-made support programs, exclusive member promotions and perks as well as a new range of discounts and rewards that have been expanded to cover our full range of industry leading services.

Rotor Rewards allows loyal ECL's customers to save valuable time by relying on a single and dependable source for products and services while improving the bottom line with discounts and rewards.

For customers who have not yet enrolled, we would like to remind you that there is still time to sign up! To join the program, simply go to our dedicated page, <http://www.eurocopter.ca/rotorrewards/index.asp>. On this page, you will find all the necessary information including the Terms & Conditions and the enrolment form. Complete the form and return to ECL either by email at rotorrewards@eurocopter.ca or by fax at (905) 871-3599. Once received, ECL will send you a welcome package and you can start earning Reward points!

ECL would also like to congratulate the following winners of the leather jackets.



Mr. Gary Lavallée, Canadian Helicopters Limited
Mr. Peter Betz, Slave Lake Helicopters
Mr. Sean Smith, Black Swan Helicopters

Ms. Mona Kettleison, Lakelse Air Limited
Mr. Dave Newman, Four Seasons Aviation Limited

Watch out for the upcoming opportunities to participate in future draws.





New Appointment



ECL is pleased to announce the appointment of Nicolas Pignol, as Commercial Office Manager.

Nicolas reports directly to Mr. Guillaume Leprince, VP Sales and Marketing. Nicolas will be focusing on providing you with improved service and response times in all areas of after sales

activities: warranty, spares, technical publications options and R&O services with a single point of contact. ECL is working to expedite these changes with minimal disruption.

For immediate assistance please contact Nicolas at Nicolas.Pignol@eurocopter.ca or by phone at 1-800-267-4999 ext. 2902.

Stay tuned for further information.

ECL à Québec!

ECL is pleased to announce the opening of a new commercial office in Québec. The new facility is a result of ECL's commitment to its customers to reinforce proximity of service. Based in Saint-Laurent, QC, south of Central Montreal, the ECL facility will offer sales and technical support.

To support customers located in Quebec and the Maritimes, ECL is also welcoming Kory Perusse as Customer Support Representative (CSR). Kory has over 15 years of experience in the helicopter industry.



Kory Perusse, ECL's new CSR for Quebec

Service Bulletins

ECI20

- IN 2145-I-28 - FUEL - Fuel Quality (Was previously Service Letter No. 1255-28-95)
- IN 2152-S-00 - GENERALITIES - Safety risks associated with Sales and use of unauthorized/counterfeit EUROCOPTER helicopters and component parts, all models
- IN - 2077-I-00- GENERALITIES-Technical Documentation - Implementation of the AIP/PATCH service on the T.I.P.I. website SL CD-ROM ISS4 01-01-09

AS350

- IN 2145-I-28 - FUEL - Fuel Quality (Was previously Service Letter No. 1255-28-95)
- IN 2152-S-00 - GENERALITIES - Safety risks associated with Sales and use of unauthorized/counterfeit EUROCOPTER helicopters and component parts, all models
- IN 2077-I-00 - GENERALITIES - Technical Documentation – Implementation of the AIP/PATCH service on the T.I.P.I. web site
- SB 31.00.56 RI - INDICATING AND RECORDING SYSTEMS – Check of the warning panel
- SB- 67.00.41- ROTOR FLIGHT CONTROLS- Installation of GOODRICH New-Generation Main Servo-Controls
- SB- 67.00.48- ROTOR FLIGHT CONTROLS- Checking the locking of the distributor cover attachment screws on the dual-cylinder servo controls
- IN 2093-I-67- ROTOR FLIGHT CONTROLS- Fixability of servo-controls
- IN 2097-I-24- ELECTRICAL POWER- Inspection and replacement of brushes on Thales AES-524- type starter generators
- IN 2137-I-00- GENERALITIES- Technical Publication - Status of major evolutions
- IN 2156-I-64- TAIL ROTOR- Slippage of self-adhesive polyurethane sand-erosion protective strips

ECI30

- IN 2077-I-00 - GENERALITIES - Technical Documentation – Implementation of the AIP/PATCH service on the T.I.P.I. web site
- IN 2145-I-28 FUEL - Fuel Quality (Was previously Service Letter No. 1255-28-95)
- IN 2152-S-00 GENERALITIES - Safety risks associated with Sales and use of unauthorized/counterfeit EUROCOPTER helicopters and component parts, all models
- SB 31.010 RI INDICATING AND RECORDING SYSTEMS - Check of the warning panel
- IN 2097-I-24- ELECTRICAL POWER- Inspection and replacement of brushes on Thales AES-524- type starter generators
- IN 2137-I-00- GENERALITIES- Technical Publication- Status of major evolutions
- SB- 67-013- ROTOR FLIGHT CONTROLS- Checking the locking of the distributor cover attachment screws on the dual-cylinder servo controls





Technical tips

Rigging the AS350/355 Series Cyclic Pitch Post-MOD 073188

The information contained on the next page is intended to clarify the “Main Rotor Rigging Without Auto-Pilot” procedure (MET 67.10.00.501) post-MOD 073188

“TRAVEL OF LONGITUDINAL CYCLIC PITCH REDUCED” for the AS350/355 series aircraft. Documentation regarding the details of this modification is not readily available to maintenance personnel.

This modification was developed to help ensure adequate clearance between the cyclic and its surrounding environment. To achieve this, the NOSE-DOWN and NOSE-UP cyclic travel is reduced. The modification simply replaces the NOSE-DOWN & NOSE-UP stop screws with longer ones. Refer to applicable AS350/355 series IPC 67.10.20 Fig. 2.

Pre-MOD 073188 Screw P/N 22208BC080056L (length 56 mm)

Post-MOD 073188 Screw P/N 22208BC080064L (length 64 mm)

For aircraft pre-MOD 073188 both stop screws will be 56 mm long and as per MET 67.10.00.501 the NOSE-DOWN adjustment is 41.3 mm and the NOSE-UP adjustment is 35 mm.

For aircraft post-MOD 073188 both stop screws will be 64 mm long and the NOSE-DOWN adjustment is 37.5 mm and the NOSE-UP adjustment is 27.4 mm.



AS350 B2

Note: Whenever performing any control rigging always refer to the latest revision of the appropriate Work Card in the Maintenance Manual.

Service Bulletins

AS355

IN 2077-I-00 - GENERALITIES - Technical Documentation - Implementation of the AIP/PATCH service on the T.I.P.I. web site

IN 2145-I-28 - FUEL - Fuel Quality (Was previously Service Letter No. 1255-28-95)

IN 2152-S-00 - GENERALITIES - Safety risks associated with Sales and use of unauthorized/counterfeit EUROCOPTER helicopters and component parts, all models

SL CD-ROM ISS 4 01-01-09

IN 2093-I-67- ROTOR FLIGHT CONTROLS- Fixability of servo-controls
IN 2097-I-24- ELECTRICAL POWER- Inspection and replacement of brushes on Thales AES-524- type starter generators

IN 2137-I-00- GENERALITIES- Technical Publication - Status of major evolutions

IN 2156-I-64- TAIL ROTOR- Slippage of self-adhesive polyurethane sand-erosion protective strips

SB-67.00.31- ROTOR FLIGHT CONTROLS- Installation of GOODRICH New-Generation Main Servo-Controls

SB-67.00.35- ROTOR FLIGHT CONTROLS-Checking the locking of the distributor cover attachment screws on the dual-cylinder servo controls

EC135

SIN 2158-S-67 - Collective Lever - Collective Lever Fixation (Pilot)

SB 135-85-043 - Optional Equipment – External Mounted Hoist System – Distribution of the Goodrich SB 44301-10-06 Rev. 2

SB- EC135-32-013- Landing Gear – Entrance Step – Retrofit of forward brackets on entrance step

SB- EC135-32-014- Landing Gear – Entrance Step – Retrofit of an improved aft bracket

TIP EC135-56T-004- Retrofit of the pilot door window panes

TIP EC135-56T-005- Retrofit of sliding door windows and of RAM-Air

AS365

IN 2077-I-00 - GENERALITIES - Technical Documentation - Implementation of the AIP/PATCH service on the T.I.P.I. web site

SB 30.00.04 - ICE & RAIN PROTECTION - Replacement of windscreen washer tank (obsolescence)

B0105

ASB B0105.60.110 R1 - Power Plant – Avoidance of a determined N2 speed range

ASB B0105-90-103 R3 - Starter-Generators – Inspection / Retrofit of a Ground Reference Connection

SB B0105-90-104 - Starter-Generators – Inspection / Retrofit of a Ground Reference Connection





Rotor Brake micro-switch part number on EC130 B4

The information contained in this document is intended to help in locating the P/N of the Rotor Brake Micro-Switch identified as 37K.

37K is shown in the Wiring Diagram in Chapter 80-11 as part of the “Start inhibit” circuit. This switch is used in conjunction with the Start Relay 23K, and it does not allow the starting procedure to continue if the Rotor-Brake is engaged. When trying to locate the P/N of this micro-switch in the IPC you will have to look under Engine Controls in Chapter 76; Sub Chapter 21, Emergency Shut Down; Sub-Sub Chapter 10, Auxiliary Controls. In Chapter 76-21-10-01 of the IPC you will find the micro-switch near the bottom of the Parts List as an item that is not illustrated.



EC130 B4

AS350 B3 (Arriel 2B1) Tail Rotor Control Cable

The tail rotor control cable for the AS 350 B3 with the Arriel 2B1 engine installed can be difficult to locate in the IPC. The cable itself differs from the cable used in the earlier models since the later model B-3's with the 2B1 engine have a yaw anticipator mounted above the aft baggage hold. This means that the tail rotor control cable itself is shorter than the cable that is used in the earlier model 350's. The cable can be located in chapter 67-20-10 figure 3 item 70A. Item number 70 is the longer cable used in the B/A and B-2. If you click on item number 70A it comes up as part number 75CF10132 which crosses over to the Eurocopter part number 704A34130223. You will need to give both part numbers to the CSR and note that the Eurocopter part number listed in the IPC does not contain any spaces, dots or dashes.

Note: Refer to Information Notice IN-2200-I-67 for more information pertaining to the routing of post MOD 073252 cables.

Work Cards for removal and installation of the yaw ball-type control (version without AP: Work Card 67.20.00.405 and version with AP: Work Card 67.20.00.406) have been updated recently.

Whenever performing any control rigging always refer to the latest revision of the appropriate Work Card in the Maintenance Manual.



AS350 B3

Service Bulletins

BO105LS

- IN 2059-I-00 - General - Policy applicable to Service Bulletins – Creating TIP
- IN 2077-I-00 - GENERALITIES - Technical Documentation – Implementation of the AIP/PATCH service on the T.I.P.I. web site
- IN 2137-I-00 – GENERALITIES - Technical Publication - Status of major evolutions
- B BO105-90-104 - Starter–Generators – Inspection / Retrofit of a Ground Reference Connection

BK117

- IN 2059-I-00 - General - Policy applicable to Service Bulletins – Creating TIP
- IN 2077-I-00 - GENERALITIES - Technical Documentation – Implementation of the AIP/PATCH service on the T.I.P.I. web site
- IN 2137-I-00 – GENERALITIES - Technical Publication - Status of major evolutions

AS365

- IN 2077-I-00 - GENERALITIES - Technical Documentation - Implementation of the AIP/PATCH service on the T.I.P.I. web site
- SB 30.00.04 - ICE & RAIN PROTECTION - Replacement of wind-screen washer tank (obsolescence)





What to do against BO105 & BK117 tail rotor stiffness

The BO105 and BK117 tail rotor stiffness of the pedals has occurred on a few aircraft after replacement of the Teflon bushings in the blade mounting forks and the replacement of the bushings on the inner sleeve assembly. The REM 301 page 37, figure 22 calls up a machining finish on the bushings for the Inner Sleeve of .2 microns. This .2 micron finish can be described as the finish on a ball of a ball bearing. They can be polished with 1200wet / dry abrasive paper wetted down with WD40. If the stiff pedals still persists the Teflon Bushings which are installed in the Blade Forks can be lightly sanded to remove approximately .001" off the Teflon surface. Prior to reassembly the Inner Sleeve Assembly and insides of the Blade Forks should be thoroughly cleaned with commercial available Naphtha.



BO105

Excess Inventory Sale

Description	Part number	Price (USD) if new	ECL Price (USD)
AS350 Sand Filter	AS350-05-25003-RP	40,834.14	10,000
AS350 Siren cargo hooks	S1609-6U	8,508.78	4,000
BK117 Gyro	109290	16,067.41	7,600
EC120 Engine support	C008A07140547	8,391.60	4,000
AS332 hoist	76368-240	191,430	70,000
AS332 Cargo hooks	S109-3A	11,416.95	9,000
BO105 M/R Blades (useable on CBS and LS models)	105-15141	105,981.40	10,000

To order and check availability, please contact Bill Reid, customer Support Service Manager at (888) 816-1669 or (604) 244-1669 or email at bill.reid@eurocopter.ca

Maintenance training schedule: mark your calendars!

Course	Dates	Location
AS350 B2 Airframe	Sep. 20 - Oct. 1	Fort Erie, ON
Arriel 1 Engine *	Oct. 4 - 8	Fort Erie, ON
AS350 B3 Airframe *	Oct. 3 -29	Fort Erie, ON
Arriel 2 Engine *	Nov. 1-5	Fort Erie, ON
AS350 B2 Airframe	Nov. 8 -19	BCIT Campus, BC
Arriel 1 Engine *	Nov. 22 -26	BCIT Campus, BC
EC120 Airframe	Dec. 6 - 17	Montreal, QC
Arrius 2F Engine *	Nov. 29 -Dec. 3	Montreal, QC

The ECL's Training School is pleased to announce its Maintenance Training schedule for the next course season. Please note that location may be subject to change.

For more information on courses, prices and how to enrol, visit our website: www.eurocopter.ca

* subject to change





ECL and ÉNA sign a partnership for enhanced technical and maintenance training in Quebec

As part of its strategy to increase proximity training as well as flight safety, ECL has recently embarked on a new initiative. On June 14th, ECL and l'École nationale d'aérotechnique (ÉNA) signed a Memorandum Of Understanding (MOU) to provide helicopter industry professionals and aircraft maintenance students with enhanced technical and maintenance training in Quebec.

As part of the MOU, ECL will provide ÉNA with Transport Canada (TC) approved instructors to give courses on the AS350 series and EC120 B type aircraft. All courses are factory and TC approved.

With state-of-the-art facilities, 1,000 full-time regular students and 6,000 continuing education students, ÉNA is the largest college-level aeronautical institute in North America. ÉNA offers highly specialized technical programs in aeronautical construction, aircraft maintenance and avionics. Courses start in late November 2010 at ÉNA's aviation campus at St. Hubert Airport, east of Montreal. For more information, please contact Mario Blais at 905-994-2906 or by email at mario.blais@eurocopter.ca.



*From left to right:
Mr. Guy Joannes, President and CEO, Eurocopter Canada Limited, Mr. Serge Brasset, General Director, Collège Édouard-Montpetit and Mr. Serge Rioux, Assistant Director, ÉNA.*

Upcoming Events



CACP (Canadian Association of chiefs of Police)

August 22-25, Edmonton, AB



Defsec Atlantic 2010

September 8-10, Halifax, NS



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