



Note from the Director



Dear Valued Customer,

In this newsletter, you will find the latest news on Eurocopter's innovation initiatives with the X3 demonstrator, a hybrid helicopter concept which combines the vertical lift capabilities of a helicopter

with the speed of a turboprop-powered aircraft. Also in this newsletter is an update on the EC175 program development which is well on track with a 1st delivery expected in 2012.

As the training season is upon us, you will find our AME and pilot training schedule for the winter season at the end of this newsletter. Please refer to the Support / Training section of our website for all the necessary details.

This newsletter also gives me the chance to welcome Blair Auld to the technical support team and congratulate him for his recent

appointment as the supervisor of the field technical representatives.

In addition, I would like to introduce Candace Dandridge who has recently joined the team as our new Customer Support Representative (CSR) based in Richmond, BC.

Gordon Kay
Director, Customer Support

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Sign up & enter the draw for a chance to win one of five exciting prizes with Rotor Rewards

Not yet a Rotor Rewards members?

Enrol now and get a chance to win one of five prizes.

ECL's customer loyalty program gives you a chance to win one of 5 exciting prizes including a trip for two to Heli-Expo 2011 including airfare, accommodation and show passes, an Apple iPad or an Apple iPod touch.

All existing members of the Rotor Rewards program are automatically entered into the draw. ECL's customers who have not yet enrolled may enter the draw by signing up by November 30th, 2010. Enrolment form and Terms & Conditions may be downloaded for ECL's website: www.eurocopter.ca/rotorrewards.

Rotor Rewards is a customer loyalty program open exclusively to Canadian owners and operators of Eurocopter aircraft. The program offers benefits to all members including additional spares discounts, Reward Points on purchase of future services and other perks and promotions.

Terms and Conditions to enter the draw may be found by clicking on the image besides.

EUROCOPTER **rotor rewards**

Save more and enter a draw for a chance to win one of five exciting prizes!

Eurocopter's first customer loyalty program provides Canadian owners and operators of Eurocopter aircraft with exclusive benefits, covering Eurocopter Canada's full range of services. These include:

- > Additional Spares Discount as per the program's Terms and Conditions.
- > Reward Points on purchase of future services.
- > Exclusive perks & promotions.

Enrol by November 30th, 2010.

Current and new members will have a chance to win one of the following five prizes:

- > **1st Prize**
A trip for 2 to Heli-Expo 2011 (includes airfare, accommodation and two 3 day show passes).
- > **2nd and 3rd Prizes**
An Apple iPad.
- > **4th and 5th Prizes**
An Apple iPod touch...

Notifications to winners
Prize winners will be notified in writing by Eurocopter Canada in December 2010.
www.eurocopter.ca

New member? How may I enrol?

- Go to www.eurocopter.ca/rotorrewards Download the Rotor Rewards enrolment form and carefully read the Terms & Conditions.
- Complete the form and email it back to Eurocopter Canada at: rotorrewards@eurocopter.ca
- Please send us your form before November 30th, 2010 to ensure you do not miss out on one of these exciting opportunities.

Rotor Rewards Draw Eligibility

The Rotor Rewards Draw is open to all existing members of the Rotor Rewards program as well as new members eligible under the program's Terms & Conditions received by November 30th, 2010. Existing members are automatically entered in the draw.

For further information on the Rotor Rewards Program, please contact your Eurocopter Canada representative or visit our website: www.eurocopter.ca/rotorrewards





New technology: X3 demonstrator, a new kind of bird in the sky



Eurocopter's X3 high-speed hybrid helicopter demonstrator

In early September, Eurocopter once again highlighted its commitment to technology when it began test flights of its X3 demonstrator on September 6th, 2010 in the South of France. The concept? A Hybrid helicopter that combines vertical take-off and landing capabilities with the speed of a turboprop-powered aircraft.

The X3 demonstrator features a 5-blade rotor powered by two turboshaft engines and two propellers installed on short-span fixed wings. These allow fast cruise speeds of over 220kts. After a three-month upgrade

This high speed, long-range Hybrid Helicopter (H3) marks a new milestone in the company's innovation roadmap. Eurocopter intends to apply the concept to a wide range of configurations, from long distance Search and Rescue (SAR), coast guard and border patrol missions to passenger transport and inter-city shuttle services. The new concept could also be well suited for a number of military operations including troop transport, combat SAR and medical evacuation.

To watch a video of the X3 test flight, go to:

http://www.eurocopter.com/site/en/ref/Video_1101.html

Tip from the field: Get to know your ICA

When I travel around and visit customers I often get asked "How do I figure out what kind of bolt this is?" or "I need a bolt like this except drilled for a cotter pin". My response is "Let's check it out in your ICA manual. Quite often the response I get is "What's an ICA manual"?

ICA stands for Additional Supply Manual. It is one of the fleet wide general publications produced by Eurocopter. It shows many types of hardware and materials used on Eurocopter products. You can find information on nuts, bolts, screws, washers, wire and just about any other hardware item.

Another common question is "How do I figure out these metric bolts"? Let's take for example a common 22208 series screw or bolt, as we call them in North America. A typical bolt would be 22208BC060010L. You can find the listing on this part in ICA chapter 03.28.00 page 23. In this example the part number is made up of 5 parts. 22208 is a series part number, just like an AN series part number. The two letters are the material code. BC represents 35NC6 steel. 060 is the diameter of the bolt in tenths of millimeters. Here we have 60 tenths which of course is 6 millimeters. Not very often will you see fractions of millimeters. The next three numbers, 010, represent the length of the bolt in millimeters. A check of the drawing will indicate whether or not the length is the overall length or in some cases the shank length. The final letter is the treatment code and in this case the letter L stands for a cadmium plated bolt. Then, say you need a bolt of the same kind but drilled for lock wire, you can see on the same page that it will be a 22209 series of bolt.

This type of part number build up is used for many types of the European hardware used on Eurocopter products and after you get familiar with a few different basic series numbers, you will be able to tell at a glance the size, material and treatment of a piece of hardware. These conventions are used on many types of hardware you will find in the ICA manual.

There is other useful information in the manual as well. One that is good to have is a wire gauge cross reference. Eurocopter wiring diagrams show wire sizes by cross sectional area in square millimeters (mm²). If you look at a wire specification in the ICA, for example chapter 03.30.00 page 13 you can see that the table shows cross sectional area and across the table you will see the AWG size. Here you can see that a wire with a 0.93 mm² cross sectional area is an 18 gauge (AWG) wire.

So get to know your ICA manual. It may answer some questions for you. Maybe include some examples in your recurrent training and ask a couple questions on your AME recurrency exams.

On a final note while the ICA is a valuable reference tool manual does not include all the hardware part numbers you may require.. Also, Eurocopter does not stock every part number and size combination you can find in the ICA. We will only be able to procure hardware in types and sizes that are currently being used on Eurocopter products.

If you have misplaced your ICA manual, it is only available in hard copy. It is not in the OPEN 350 or Splitvision documentation. Contact our technical publications department at Eurocopter Canada and they will be able to order you another copy. In case you are looking for something and cannot find it, please feel free to contact your regional Technical Representative and they will be happy to assist.





An update on the EC175

Since the successful maiden flight of the EC175 prototype in December 2009, Eurocopter is well on track with the program development before the first delivery of the EC175 scheduled for 2012. By then, Eurocopter is expected to provide a comprehensive operational readiness.

Following a series of flight and ground tests last summer, the prototype has proven to be extremely reliable. The certification process



New generation aircraft EC175

is also progressing with completion for the European Aviation Safety Agency (EASA), Federal Aviation Administration (FAA) and Transport Canada (TCCA) expected in late 2011.

The maintenance program will be created after the implementation of the MSG3 method, thus adhering to the most advanced industry standard. The process will be performed by a Maintenance Review Board which will involve EASA, FAA and TCCA.

With the same commitment to deliver an aircraft designed with customers, customers themselves will be invited to contribute to the program's success by submitting ideas and suggestions at periodic Customer Advisory Team meetings during which program updates will be presented to them. Today, VIH Aviation is one of the two launch partners for the program.

To take a sneak peak on the EC175 flying, go to:

http://www.eurocopter.com/wl/video_ec175/video_ec175.html

EC175 Main Characteristics

The EC175 is a 7-ton class helicopter that can carry up to 16 passengers. Powered by 2 Pratt & Whitney engines, the EC175 is a versatile helicopter, capable of fulfilling a wide range of missions including Search & Rescue (SAR), public services, homeland security, police, emergency medical services (EMS), Oil & Gas and corporate transportation.

SERVICE BULLETINS

EC120

IN- 2153-I-00 Rev 1- GENERAL- New Service Bulletin
 IN- 2153-I-00 Rev 1- GENERAL- New Service Bulletin formats
 IN- 2219-I-00- GENERAL Compatibility of INDOC with Windows 7 environment 405B
 IN- 2189-I-00- GENERAL- Eligibility for operations without an assured safe forced landing capability (JAR-OPS 3 amendment 5; 3.540(b)). JAR-OPS 3 - EC120 B - ARRIUS 2F Engines.
 IN - 2221-I-62 - MAIN ROTOR -Extension of the MRH pitch change lever SLL. "Very Cold" weather condition specificity

AS350

IN- 2153-I-00- GENERAL- New Service Bulletin formats
 IN- 2169-I-67- ROTOR FLIGHT CONTROLS- Use of twist grip
 IN- 2197-S-00- REV 1- GENERAL- Flight in atmosphere containing volcanic ash
 SB- 00.00.02- INTRODUCTION – Harmonization Introduction to ALERT SERVICE BULLETINS, Service Bulletins and Technical Directives updated for harmonization
 SB- 67.00.50- ROTOR FLIGHT CONTROLS- Yaw ball-type control: Check of the tightening torque load of sheath stop nuts and lock-nuts
 SB- 29.00.14- ROTOR FLIGHT CONTROLS Replacement of AUXITROL hydraulic pressure switch
 IN- 2153-I-00 Rev 1- GENERAL- New Service Bulletin formats
 IN- 2200-I-67- ROTOR FLIGHT CONTROLS Routing of the yaw ball-type control - Check of the positioning of a yaw ball type control attachment clamp
 IN - 2179-I-71- POWER PLANT- Sand filter overhaul
 IN - 2190-I-00- GENERAL -Eligibility for operations without an assured safe forced landing capability (JAR-OPS 3 amendment 5; 3.540 (b)). JAR-OPS 3 - AS350 B3 - ARRIEL 2B, 2B1 Engines.
 IN - 2191-I-00- GENERAL- Eligibility for operations without an assured safe forced landing capability (JAR-OPS 3 amendment 5; 3.540 (b)). JAR-OPS 3 - AS350 B, BA, B1, B2 - ARRIEL 1B/1D/1D1 Engines.
 IN - 2222-I-53 – FUSELAGE- Structure-Crack in the transmission deck reinforcement
 S/B - 63.00.19 - MAIN ROTOR DRIVE- Return to conformity of the "MGB control" harness

EC130

IN- 2153-I-00 Rev 1- GENERAL- New Service Bulletin formats
 IN- 2219-I-00- GENERAL Compatibility of INDOC with Windows 7 environment
 SB-29-003 ROTOR FLIGHT CONTROLS-Replacement of AUXITROL hydraulic pressure switch
 IN - 2179-I-71 - POWER PLANT - Sand filter overhaul

AS355

ASB- 01.00.45 Rev 2- LIMITATIONS- Vibrations of Starter-Generators
 ASB- 80.00.12 Rev 1- ENGINE STARTING Modification to the installation of the Bearings in Starter Generators MP/N 524-060 and MP/N 524-061





Understanding Customer Order Priority Codes

Eurocopter has implemented a multi-level priority system for customer orders. The objective is to help our customers in determining which priority works best for their requirements. Please ensure that your purchase orders specifically state the applicable priority otherwise planned priority will be assumed.

Delivery times for **AOG** Orders: (reserved for genuine, “true” aircraft on ground situations).

- For in-stock items: 4 hours from receipt of order to carrier.
- For non-stock items: according to lead-time.
- Shelf-life controlled items may have a remaining validity of 0% or greater.
- Incoterms: Ex-works
- AOG orders should not contain more than 3 items maximum per purchase order.

IMPORTANT: AOG (Aircraft On Ground) is our highest priority and must be used strictly for the replacement of defective parts preventing flights.

Delivery times for **RUSH** spares orders: (reserved for next day delivery or weekly consolidation of orders).

- For in-stock items: ready for shipment from 1 to 4 business days.
- For non-stock items: according to lead-time.
- Shelf-life controlled items may have a remaining validity of 10% or greater.
- Incoterms: Ex-works
- RUSH orders should not contain more than 50 items maximum per purchase order.

Delivery times for **PLANNED** spares orders: (reserved for longer range planning of parts such as life-limited items or major inspections).

- For in-stock items: ready for shipment 5 business days or greater as required by customer.
- For non-stock items: according to lead-time
- Shelf-life controlled items may have a remaining validity of 50% or greater.
- Incoterms: Ex-works

SERVICE BULLETINS

AS355 (Cont'd)

IN- 2153-I-00 Rev 1- GENERAL- New Service Bulletin Formats
IN - 2222-I-53 – FUSELAGE- Structure-Crack in the transmission deck reinforcement

EC135

ASB- EC135-31A-049- Fuel System – Fuel Shut–Off Valve – Check of switches EMER OFF SW 1 and EMER OFF SW 2
ASB- EC135-85A-036 Rev 2- Optional Equipment – External Mounted Hoist System – Inspection of the hoist boom for cracks
TIP- EC135-71-026- Engine Cowling - Retrofit of a heat protection cover
SB- EC135-34-003 Rev 2- Navigation – Replacement of Radar Altimeter KRA 405 by Radar Altimeter KRA 405B
SB- EC135-31-052-Indicating and Recording Systems – Flight Control Display System (FCDS) – Replacement of the Primary Flight Display PFD (SMD45) and of the Navigation Display ND (SMD45)
TIP E135-71T-037 - Power Plant - IBF - Installation of an IBF made by Pratt & Whitney Engines
TIP EC135-30-001 - Windshield Wiper System - Retrofit of a windshield wiper dual drive
TIP EC135-56-003 - Rear Doors - Retrofit of rear windows
S/B EC135-63-016 - Main Rotor System -- Rotor Hub--Shaft -- Improvement of the rotor mast Seal
IN - 2235-S-31 - INDICATING AND RECORDING SYSTEMS Instrument Control Panel (ICP) - Possibility of an unintentional change of the BARO settings
IN 2020-I-24 REV 1- Master Boxes EC135 Distribution of Service Information Letter 4502/3-350-24-005 Rev. No 1 of the Thales Company.
IN 2237-I-63- Main rotor drive Overview of the part numbers for the main transmission
TIP EC135-85-042- Cargo Hook – Retrofit of External Mirrors ASB
EC135-31A-049 REV 1- Fuel System – Fuel Shut–Off Valve – Check of switches EMER OFF SW 1 and EMER OFF SW 2
SB EC135-28-015 REV 1- Fuel System – Fuel Management System – Retrofit of a fuel flow sensor
Sensor
SB EC135-63-014- Main Rotor Drive – Rotor Brake System – Retrofit of the plastic brake lever to an aluminum brake lever
SB EC135-63-015- MAIN ROTOR DRIVE – MAIN TRANSMISSION Re-identification of the main transmission when a reinforced rotor hub–shaft is installed
SB EC135-80-002- Engine Starting System – Warning Unit I3VE – Retrofit of a warning display for “Single Engine Take off”
SB EC135-85-046- OPTIONAL EQUIPMENT – External Mounted Hoist System Check circuit breaker WINCH CONT and, if necessary, retrofit a circuit breaker extension
TIP EC135-63-014- Aluminum Brake Lever for the Rotor Brake
TIP EC135-63-016- Retrofit of a rotor mast seal

AS365

ASB- 63.00.12- MAIN ROTOR DRIVE Anomaly affecting the MGB oil low pressure indication
IN 2153-I-00 REV 1- GENERAL- New Service Bulletin formats
IN 2119-I-63- MAIN ROTOR DRIVE Anomaly affecting the MGB oil low pressure indication





New Appointments



Blair Auld

Blair Auld joins the technical representative team

ECL is pleased to announce that Blair Auld, former Supervisor, Flight Line, has recently been appointed Supervisor, Technical Support. Over the years, Blair has built a very strong knowledge of the Eurocopter product line, starting with the LS assembly lines in the mid 1980's. Blair has also worked with Trans Mountain Pipe Line in British Columbia and Canadian Helicopters Limited. In his previous role, Blair has met a lot of Eurocopter customers during deliveries and certainly

has a great understanding of the operational challenges our customers face on a daily basis.

ECL welcomes Candace Dandridge

In last September, Eurocopter welcomed a new Customer Support Representative, Candace Dandridge.

Candace brings with her 20 years of experience in the aerospace industry. Before she joined Eurocopter, Candace worked with one of ECL's partners, Vector Aerospace. Based in Richmond, BC., Candace is the latest addition to the commercial office team.



Candace Dandridge

SERVICE BULLETINS

SB- 00.00.02- INTRODUCTION – Harmonization Introduction to ALERT SERVICE BULLETINS, Service Bulletins and Technical Directives updated for harmonization

IN 2208-I-52- DOORS- Introducing a flap door check in the PRE for versions N2 and N3

B0105

ASB- BO105-90-103 REV 4- Starter--Generators -- Inspection / Retrofit of a Ground Reference Connection

SB- BO105-90-104 REV 1- Starter--Generators -- Retrofit of a Ground Reference Connection

IN- 2170-S-00 GENERAL- IHST (International Helicopter Safety Team)

ASB BO105-10-125- Main Transmission – One time inspection of the magnetic plug/chip detector/oil filter and additional measures after chip detection on the magnetic plug / chip detector

BK117

IN- 2216-I-62-MAIN ROTOR- MRH blade damper—Mixability of hydro-elastic dampers PRE and POST MOD 0743711

ASB BK117C-2-24A-006 RN2- Electrical Power System – Faulty Relay Sockets, Inspection and, if necessary, Replacement of Contact Receptacles

ASB BK117C-2-31A-036 RN1- Fuel System – Fuel Shut-Off Valve – Check of switches EMER OFF SW 1 and EMER OFF SW 2

ASB BK117C-2-67A-012- ROTOR FLIGHT CONTROL – Rigging of the main rotor controls

Verify the correct adjustment of the main rotor controls.

ASB BK117C-2-71-006 RN1- Power Plant / Air Conditioning – Compressor washing equipment /

Bleed air heating system – Retrofit of compressor washing equipment, Gardena type / Retrofit of bleed air heating connections, Gardena type

Good to know: EC120 HRH Sleeve corrosion inspection

EC120 Customers should be reminded that the 24 month corrosion inspection of the MRH Sleeves does NOT apply to all aircraft as suggested by the MSM 05-25-00. ONLY aircraft modified IAW 62-004 Rev 0 equipped with Phosphatized Lockwashers should be inspected. Aircraft which are PRE SB62-004 Rev 0 or modified as per SB62-004 Rev 1 DO NOT require this inspection.





New training opportunities for Canadian customers at AEC



American Eurocopter's new AS350 simulator

In early October, American Eurocopter (AE) unveiled their new technologically advanced, single-engine helicopter flight and mission simulator. With the arrival of the world's most technologically advanced AS350 flight and mission simulator, AE illustrates Eurocopter's continued commitment to flight safety.

Developed in cooperation with Indra Systems, AE's simulator features a full AS350 cabin. Options for complete aircraft emergency procedure training, Crew Resource Management (CRM) training, NVG training, Helicopter Emergency Medical Services (HEMS) mission training as well as Airborne Law Enforcement (ALE) training will be offered from AE's facility.

AE's course is expected to receive TCCA approval during the first quarter of 2011. ECL customers will also benefit from the services offered by AE through a partnership agreement between the two Eurocopter's subsidiaries.

For more information on the courses offered, availability and pricing, please contact Claude Roy at (905) 871-7772 or clauder.roy@eurocopter.ca

Winter Training schedule

Course	Dates	Location
EC120 Airframe	December 6 - 17	Montreal, QC
Arrius 2F Engine	November 29 - Dec. 3	Montreal, QC
AS350 B2 Airframe	January 10 - 21, 2011	Fort Erie, ON
	February 28 - March 11, 2011	BCIT Aerospace Technology Campus, 3800 Cessna Drive, Richmond, BC
Arriel 1 Engine	January 24 - 28	Fort Erie, ON
	March 14 - 18	BCIT Aerospace Technology Campus 3800 Cessna Drive, Richmond, BC
EC130 B4 Airframe	January 31 - February 7, 2011	Fort Erie, ON
Arriel 2 engine	February 14 - 18, 2011	Fort Erie, ON

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



EC130 B4

