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## Note from the Director



Dear Valued Customer,

First I would like to say thank you to everyone for supporting us and hope everyone will have a good year in 2011. It has been busy at ECL this winter with our Technical Representatives providing support to the customers to ready the fleet, completions of new helicopters steaming ahead at maximum capacity and the service center occupied with B2 conversions, heavy maintenance projects and rebuilds.

On another note, I have received a number of emails on the AS350 tail rotor pitch link AD and felt it was

an important issue to bring up in the newsletter. If I have missed anything or you wish to comment on the topic please feel free to contact me by email or visit with us at the technical briefings at the HAC.

### Update on AS350 Tail Rotor Pitch link AD

We understand the concerns raised by our operators, HAC and its members, in regards to an AD raised on the AS350 that reduced the inspection interval from 100 hours to 30 hours on the Tail Rotor Pitch links. We all agreed the increased burden of inspections brought on by AD's are not wanted by the operator's, the OEM or the Airworthiness Authorities. That being said everyone has a part to play where safety is concerned. To keep it simple Airworthiness Directives are raised by the airworthiness authorities to alert the operators of

potential safety concerns, limits can be imposed to ensure operational safety. To change the requirements of an AD the OEM must then prove to the authorities that they have mitigated the risk with the present design or developed a new design with a higher level of safety. To complete the circle and improve safety a decision was made to redesign the Tail Rotor Pitch Link to improve the safety margin using an elastomeric bearing which will be available by early 2012 as a retrofit solution to cancel the 30 hour AD check.

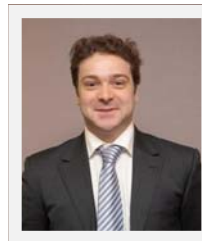
Gordon Kay  
Director, Customer Support

## An update from the Commercial Office

The Eurocopter Canada Commercial Office handles the sale of spare parts and options, warranty administration, repair and overhaul, commercial offers, new aircraft sale administration, as well as, additional services (exchanges, rentals, etc.).

Customer service representatives are now the single point of contact for every Eurocopter Canada customer seeking crucial information on services, warranty and sales. There is no longer a need to deal with multiple individuals, depending on the nature of the request, as this new process has created a streamlined system for our customers. We still encourage all customers to contact our technical experts and technical representatives for specific technical questions.

CSR's are one of three key players in charge of administration for customer support and the service team, KAM's and Technical Representative's being the other two.



Nicolas Pignol  
Manager, Commercial Office

Every CSR supports between 40-50 accounts, allowing for more focused personal attention for every customer.

We recommended that all customers send their planned orders to the Commercial Office to ensure an efficient and precise exchange of information.

These changes have been implemented in order to better serve you, our most valued customers!



## More Rewards with Rotor Rewards



Eurocopter Canada's customer loyalty program, Rotor Rewards currently has more than 60 customers enrolled. As part of the program, members have access to special draws and promotions held periodically. In December 2010 there were five exciting prizes awarded, which included a trip for 2 to HAI, iPads and iPods.

The winners included:

**1<sup>st</sup> Prize** (Trip for 2 to HAI 2011): Jaime Ryga from Selkirk Mountain Helicopters Ltd

**2<sup>nd</sup> Prize** (Apple iPad): Don Farkas from DF Capital Ltd

**3<sup>rd</sup> Prize** (Apple iPad): Don Cleveland from Lakeshore Helicopters

**4<sup>th</sup> Prize** (Apple iPod Touch): Norm Noseworthy from Universal Helicopters Newfoundland Ltd

**5<sup>th</sup> Prize** (Apple iPod Touch): Rob Tapper from Hydro One

In January 2011 we ran a promotion draw for the annual information update where the first 10 respondents received an early bird prize. The winners of this promotion included:

Christopher Stapor (Capitale Hélicoptère Inc.), Paul Carney (Enbridge Pipelines Inc.), Guylain Mainville (Expedition Helicopters), David Newman (Four Seasons Aviation Ltd.), Tim Ferguson (Geotech Aviation Ltd.), Rob Tapper (Hydro One Helicopter Services), Dave Stigant (Northern Air Support) Simon Worswick (Sander Geophysics Ltd.), Kelly Skorlatowski (Star Helicopters Ltd.), Kim Hornsby (Thebacha Helicopters Ltd.)

Congratulations once again to all the winners!!!

We thank all existing and new members of the Rotor Rewards program for participating in these promotional draws. We hope to bring even more exciting prizes and perks in 2011 within the Rotor Rewards program. We have recently made some improvements to the Rotor Rewards program for 2011 which include:

- \* Lowering of the threshold on Gold tier to include more members;
- \* A minimum of Gold tier status & benefits will be provided to members with new aircraft deliveries from Eurocopter Canada in the previous two years.

Currently, Rotor Rewards is open to all commercial owners and operators of Eurocopter aircraft in Canada. For those who are not currently enrolled, signing up to Rotor Rewards is simple. Go to our website: [www.eurocopter.ca/rotorrewards](http://www.eurocopter.ca/rotorrewards), review the terms & conditions and complete the enrollment form.

## EC130 Windshield Cracking Information Update

### Reinforcement

The cracked windshields that displayed the typical cracking were not reinforced as per **SB 56-004**.

It is important that all EC120 / 130 operators procure and **install** the reinforcement kit **PN 350A08-0937-0571**.

As a reminder this kit is **free of charge until December 31, 2012** please bear in mind that warranty may not be granted for cracked windshields at this point if the reinforcement kit is not installed.

### AD 2010-0258 / ASB 50A005 (EC130)

**AD 2007-0219-E** is superseded by **AD 2010-0258 Centre Windshield – Inspection / Operating Limitation / Replacement**. This AD provides new restrictions and allows for a terminating action on repetitive inspection by windshield replacement as per SB 56-003.

All EC130 operators are urged to review all documentation to ensure crews are aware of changes embodied.



## HAI & HAC 2011



**The world's largest tradeshow dedicated to the Helicopter community is being held at the Orange County Convention**

**Center in Orlando, Florida this year. Eurocopter will once again be one of the largest exhibitors at this event showcasing the latest products, technologies and services from our portfolio. Visit us at booth # 4637 to find out more.**

Eurocopter Canada will have a dedicated team of representatives available on the booth to meet and greet our Canadian visitors and answer any specific queries. We also have special events planned for our customers during the show.

If you plan to attend HAI, kindly notify your local ECL representatives. For additional information on the show, please visit:

<http://www.rotor.com/Events/HELIXPO2011.aspx>

We hope to see you there!

### 15<sup>th</sup> Annual Convention and Trade Show



**March 25-27, 2011 Vancouver Convention Centre, Vancouver, British Columbia**

**Eurocopter Canada is one of the corporate sponsors of the Helicopter Association of Canada's 15<sup>th</sup> Annual Convention and Trade Show being held in Vancouver this year.**

Our participation at this year's event kicks off with a Breakfast and Technical Session jointly hosted with Turbomeca on the morning of March 25th. This will be held at the Crystal Pavillion A of the Pan Pacific Hotel.

All visitors are also invited to visit us at booth # 407 for the latest on Eurocopter's products & services in Canada.

There will be a technical presentation of the new simulator technology on Sunday, March 27th in the Pacific Rim Suite 1 of the Pan Pacific Hotel.

There will be an Advanced Simulator Pilot Training presentation on Saturday, March 26th in VCC Room 110 of the Pan Pacific Hotel.

For more information visit: <http://www.h-a-c.ca/convention.html>

## SERVICE BULLETINS

### EC 120

SB 24-013 ELECTRICAL POWER - Baggage compartment circuit-breaker panel Possible short-circuit  
 IN 2213-I-67 ROTOR FLIGHT CONTROLS - Helicopter Cleaning - Precautions to be taken concerning the yaw ball-type flight control on the TGB side  
 IN 2248-I-28 FUEL - Fuel System - Canceling the OTL on four fuel hoses  
 SIN 2247-S-00 GENERAL - Increasing number of serious incidents/accidents caused by failures to comply with "routine" applicable maintenance instructions  
 SIN 2197-S-00 GENERAL - Flight in atmosphere containing volcanic ash  
 ALS EC120B  
 IN 2261-I-76 ENGINE CONTROLS - Twist grip - Reminders concerning the operation and setting of the "anti-flame-out" stop  
 SIN 2289-S-53 FUSELAGE - STRUCTURE - Loss of pilot/copilot door window panel  
 IN 2277-I-21 AIR CONDITIONING - Recommendation regarding maintenance and operations on the air conditioning systems

### AS 350

SIN 2247-S-00 GENERAL - Increasing number of serious incidents/accidents caused by failures to comply with "routine" applicable maintenance instructions  
 SIN 2197-S-00 GENERAL - Flight in atmosphere containing volcanic ash  
 IN 2269-I-21 AIR CONDITIONING - Failure of the belt of the Integrated Flight System (IFS) air conditioning unit defined under STC (Supplemental Type Certificate) and impact on the hydraulic system  
 TIP 32-50-01 REINFORCED WEAR PLATES FOR SKID L/G  
 IN 2084-I-00 GENERAL - New technical publications for AS350 B2/B3 and AS550 C3 helicopters  
 IN 2277-I-21 AIR CONDITIONING - Recommendation regarding maintenance and operations on the air conditioning systems  
 IN 2291-I-00 GENERAL - New layout of the Maintenance Program (MSM)  
 TIP 72-50-01 CONVERSION OF ARRIEL 2B INTO ARRIEL 2B1 ENGINE  
 TIP 29-10-01 MTOW INCREASE WITH DUAL HYDRAULIC SYSTEM  
 "E"ASB 05.00.62 TIME LIMITS / MAINTENANCE CHECKS - Periodic inspection of the Tail Gear Box (TGB) control lever REV. 2

### EC 130

SB 56-003 WINDOWS - Center windscreen improvement  
 SB 33-007 LIGHTS - Exterior lights - Modification of the length of the position light cables Correspond to MOD 350A086440.00  
 SIN 2247-S-00 GENERAL - Increasing number of serious incidents/accidents caused by failures to comply with "routine" applicable maintenance instructions  
 SIN 2197-S-00 GENERAL - Flight in atmosphere containing volcanic ash

SB 25-028 EQUIPMENT AND FURNISHINGS - Installation of 8-passenger Seats, Battery in Tail Boom, Aft Ballast, RH window without FMT and Relocation of ICS jack

TIP 32-50-02 REINFORCED WEAR PLATES FOR SKID L/G  
 SIN 2289-S-53 FUSELAGE - STRUCTURE - Loss of pilot/copilot door window panel  
 SB 53-017 FUSELAGE - Reinforcing the tail boom / Fenestron riveted junction Corresponds to modification 073880  
 IN 2277-I-21 AIR CONDITIONING - Recommendation regarding maintenance and operations on the air conditioning systems  
 IN 2291-I-00 GENERAL - New layout of the Maintenance Program (MSM)

### AS 355

SB 29.00.06 HYDRAULIC POWER - Replacement of the Hydraulic Hoses Rev. 2  
 SB 52.00.24 DOORS - Modified center lock bolt for LH and RH cargo doors (obsolescent locks)  
 SIN 2247-S-00 GENERAL - Increasing number of serious incidents/accidents caused by failures to comply with "routine" applicable maintenance instructions  
 SIN 2197-S-00 GENERAL - Flight in atmosphere containing volcanic ash



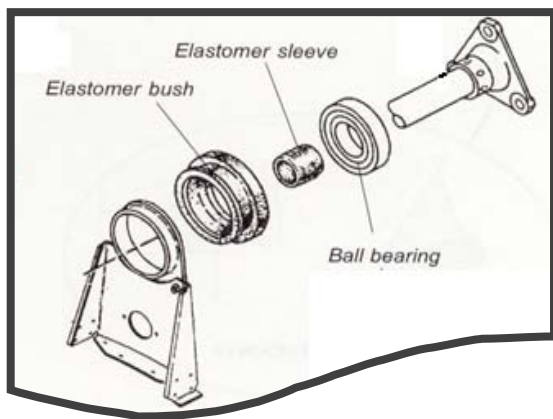


## Tail Rotor Driveshaft Bearings Inner Sleeves

Some operators have recently been receiving alternate PN tail rotor driveshaft bearing inner sleeves. The PN **704A33-698-027** tail rotor driveshaft bearing sleeve has been **replaced by PN 704A33-698-045** sleeve.

**AMS 079059** is a relatively new MOD that allows the installation of this new sleeve. The new -045 sleeve is an improved design intended to eliminate the turning of the sleeve on the driveshaft which has been an ongoing issue.

At this time the IPC for the AS350 series and EC130 does not show this PN for installation. The manual updates have been slow because EC has been concentrating on changing the AS350B2/B3 DVD manuals from the OPEN system to the INDOC system (same as EC130 and EC120). The new AS350B2/B3 INDOC DVD will be issued shortly and at that time it is anticipated that many of the updates that are outstanding will be included.



The PN **704A33-698-045** sleeve is **interchangeable** with PN **704A33-698-027** but is **not mixable**. What this means clearly is that all inner bearing sleeves installed must be one PN (one MOD level) – you cannot have both PN's installed at the same time.

Also note that **AMS 079057** must also be embodied on installation of the new inner sleeves. This procedure involves using "greensoap" (Teepol) on the inner sleeves to allow them to slide on the shaft during installation and to apply high temperature PRC around the edge of the inner sleeves after installation and perpendicularity check. At this time the MET procedure for the AS350/355 series aircraft has been updated but the EC130 is not fully updated (only reflecting installation with greensoap but not indicating application of the PRC) but must be applied to the -045 sleeves.

## SERVICE BULLETINS

TIP 32-50-03 REINFORCED WEAR PLATES FOR SKID L/G  
SB 24.00.01 ELECTRICAL POWER - Starting in very cold weather Rev. 5

IN 2277-I-21 AIR CONDITIONING - Recommendation regarding maintenance and operations on the air conditioning systems

IN 2291-I-00 GENERAL - New layout of the Maintenance Program (MSM)  
"E"ASB 05.00.57 TIME LIMITS / MAINTENANCE CHECKS - Periodic inspection of the Tail Gear Box (TGB) control lever Rev. 2

EC 135

ASB 80A-003 ENGINE STARTING SYSTEM - Warning unit 13VE Disconnection of warning "Single Engine Take Off"  
SB 10-001 PARKING - Retrofit moorings at wind speeds up to 40 knots, up to 100 knots and for landing on ship decks  
SB 56-006 WINDOWS - Cabin windows Retrofit of push-out side window panes  
ASB 31A-053 INDICATING AND RECORDING SYSTEMS - BARO ROTARY KNOB ON THE INSTRUMENT CONTROL PANEL (ICP) - Operating force for the BARO rotary knob  
ASB 53A-022 Fuselage - Rear Structure - Accomplish visual check / inspection of ring frame between rear structure tube and Fenestron housing for cracks  
SIN 2247-S-00 GENERAL - Increasing number of serious incidents/accidents caused by failures to comply with "routine" applicable maintenance instructions  
SIN 2197-S-00 GENERAL - Flight in atmosphere containing volcanic ash  
SB 33-008 LIGHTS - Emergency Exit Lighting - Retrofit of an emergency exit lighting (EXIT and step)  
ASB 33A-009 LIGHTS - Instrument lighting - Reduction of display brightness to minimum for flights in NVG mode  
SB 53-021 Fuselage - Rear Structure - Replacement of ring frame X5730

SB 32-015 Landing Gear - Medium-High Landing Gear - Replacement of the standard landing gear by the medium-high landing gear

ASB 31A-045 Indicating and Recording Systems - Instrument Panel - Inspection and modification of switches ENG CONTROL on switch unit 20VE

IN 2283-I-28 FUEL SYSTEM - Minimum fuel quantity in the auxiliary fuel tank  
Indicating and Recording Systems - UMS System Installation of new MFDAU+ configuration files  
SIN 2281-S-85 OPTIONAL EQUIPMENT - External mounted hoist system 44307-500 and 44307-500-1 of the Goodrich company - Note on the installation of the base plate

AS 365

ASB 62.00.23 MAIN ROTOR - Check of the Main Rotor Mast Nut  
SB 33.00.18 LIGHTS - Position light harness wear  
IN 2109-I-34 NAVIGATION - Elimination of oscillations between 31 and 33 Hz on the bearing of Radiocompass P/N 066-1077-00 (or 066-01077-00) and P/N 066-1077-01 (or 066-01077-01) through compliance with Service Bulletin KDF 806-34-02  
SB 34.00.29 NAVIGATION - Maintenance of radar antenna slaving units  
SIN 2247-S-00 GENERAL - Increasing number of serious incidents/accidents caused by failures to comply with "routine" applicable maintenance instructions  
SIN 2257-S-52 DOORS - Front passengers doors - Partial jettisoning of a door due to an inadvertent use of the jettisoning system  
SIN 2197-S-00 GENERAL - Flight in atmosphere containing volcanic ash  
SB 25.01.01 EQUIPMENT/FURNISHINGS - AIR EQUIPEMENT or BREEZE straight winch (moving section): Replacement of "23M" switch on winchman ramp  
ALS 365 N/N1/N2/N3 Rev. 012  
SB 45.00.07 CENTRAL MAINTENANCE SYSTEM - QUICKHEALTH software upgrade to Version V1.4







# Enlarged Vertical Reference Window Option

AS350 D, DI, B, BA, BI, B2, B3  
AS355 N, NP

## Product Description

The enlarged vertical reference window is the largest vertical reference window available on the market for the AS350 series. The larger window permits you to see further down the line, allowing you to use a shorter line, resulting in enhanced operating versatility and safety for long lining.



## Benefits

- >> Increased visibility for long lining
- >> Repositioned landing light, resulting in decreased mirror reflection
- >> Largest floor window on the market
- >> Easy maintenance window is fully integrated in enlarged belly panel (no disassembly from panel)

For more information on Eurocopter Canada's available options please visit us at HAI, Booth # 4637

## ORDER INFORMATION

Orders can be placed by:  
E-mail: [options@eurocopter.ca](mailto:options@eurocopter.ca)  
Telephone: 905 871-7772  
Fax: 905 871-3599

**Eurocopter Canada Limited**  
1100 Gilmore Road  
P.O. Box 250  
Fort Erie, ON L2A 5M9 CANADA

## SERVICE BULLETINS

- IN 2277-I-21 AIR CONDITIONING - Recommendation regarding maintenance and PRE 365 N/N1/N2/N3 Rev. 014
- IN 2277-I-21 AIR CONDITIONING - Recommendation regarding maintenance and operations on the air conditioning systems
- IN 2268-I-52 DOORS - Enlarged sliding doors - Cracks in the middle rail support of
- BO 105**  
"E"ASB 10-124 Main Rotor Blade - Inspection of Erosion Protective Shell Rev. 1
- SIN 2247-S-00 GENERAL - Increasing number of serious incidents/accidents caused by failures to comply with "routine" applicable maintenance instructions
- SIN 2197-S-00 GENERAL - Flight in atmosphere containing volcanic ash
- BK 117**  
SB 80-163 Cancellation of the model "D"
- SB 80-105 MBB-BK 117 - Modification from A-3 model to A-4 model Rev. 3
- SIN 2250-S-62 MAST INSTALLATION INTO MAIN TRANSMISSION - Failure of mast removal/installation lifting rod 117-12010W62-18
- SIN 2247-S-00 GENERAL - Increasing number of serious incidents/accidents caused by failures to comply with "routine" applicable maintenance instructions
- SIN 2197-S-00 GENERAL - Flight in atmosphere containing volcanic ash
- ASB 40-114 Flight Controls - Hydraulic System - Inspection of Hydraulic hoses and Prevention of Chafing

## 600th Eurocopter Helicopter Delivered into the Canadian Market



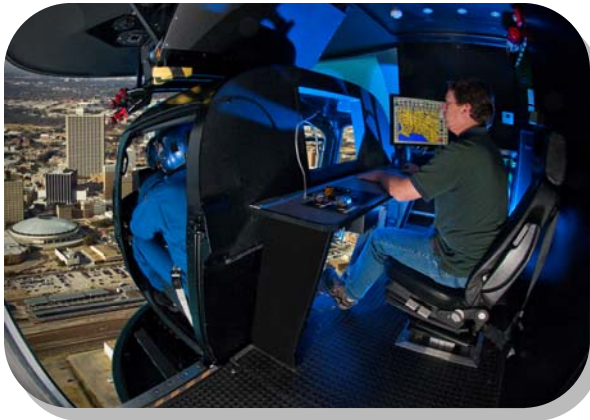
Eurocopter Canada Limited (ECL) delivered the 600th helicopter December 9th, 2010 for the Canadian market to Héli-Inter Inc., a major helicopter charter company headquartered in St-Hubert, Quebec.

The powerful Eurocopter AS350 B3 light helicopter will be flown primarily in Northern Quebec, supporting mineral exploration and development programs.





# Training Announcements



American Eurocopter's AS350 simulator

- Eurocopter Canada provides OEM maintenance course proximity training with their AS350 course schedule at BCIT (British Columbia Institute of Technology) in Vancouver and ENA (Ecole Nationale d'Aerotechnique) in Montréal . ECL is looking to expand at an additional aeronautic college in order to provide maintenance courses in the North West of Canada.
- Eurocopter Canada and Turbomeca USA training department have signed a 3 years contract to provide Arriel and Arrius engine courses conducted by ECL. Eurocopter Canada is the only subsidiary that offer, at the same location, a complete course package (airframe and engine).
- Eurocopter Canada and American Eurocopter LLC are working together to offer an AS350 B2 /B3 Full Flight Simulator training package (ground school, simulator and aircraft flight) in Grande Prairie Texas. The FFS is now approved by the FAA and Transport Canada as ID #700, #701. A similar training package is also available on an EC 135 Flight Training Device, which also approved by FAA and Transport Canada ID #644.

# Spring Training Schedule

Course	Date	Location
AS350 B2 Airframe	February 28-March 11, 2011	BCIT Aerospace Technology Campus—Richmond, BC
AS350 B2 Airframe	March 28-April 8, 2011	Fort Erie, ON
AS350 B2 Airframe	November 2-13, 2011	Fort Erie, ON
Arriel I Engine	March 14-18, 2011	BCIT Aerospace Technology Campus—Richmond, BC
Arriel I Engine	April 11-15, 2011	Fort Erie, ON
Arriel I Engine	May 16-20, 2011	Fort Erie, ON

Please note that location may be subject to change.

For more information on courses, prices and how to enroll, visit our website: [www.eurocopter.ca](http://www.eurocopter.ca)



EC130

