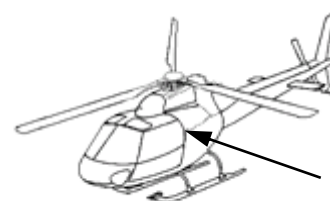
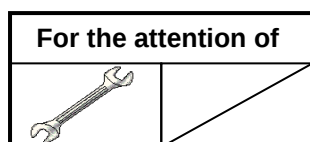


Civil versions: B, BA, BB, B1, B2, B3, D
Military version: L1

ALERT SERVICE BULLETIN

PROTECTIVE MEASURE

DOORS - Sliding doors
Addition of a label on the sliding door cover



Revision No.	Date of issue
Revision 0	2020-06-18

Summary:

Airbus Helicopters was informed that the LH rear support that attaches the rear intermediate roller of the sliding door was found cracked.

After investigation, it was confirmed that pushing on the rear part of the rear support was the root cause of the crack appearance. Airbus Helicopters thus makes it mandatory not to push on the rear part of the LH and/or RH rear support covers when closing the door.

Compliance with this ALERT SERVICE BULLETIN consists in checking the LH and/or RH rear supports to make sure that there are no cracks, before adding a label that prohibits any pushing in this area.

Compliance:

Airbus Helicopters considers that compliance with the instructions contained in this ALERT SERVICE BULLETIN is essential.



[ASB AS350-52.00.53](#)

1. PLANNING INFORMATION

1.A. EFFECTIVITY

1.A.1. Helicopters/installed equipment or parts

AS350 helicopter versions B, BA, BB, B1, B2, B3, D, L1 equipped with a:

- LH rear support Manufacturer Part Number (MP/N) 350A25-0031-38 or 350A25-0268-20.
- RH rear support Manufacturer Part Number (MP/N) 350A25-0031-39 or 350A25-0268-21.

1.A.2. Non-installed equipment or parts

Not applicable.

1.B. ASSOCIATED REQUIREMENTS

Not applicable.

1.C. REASON

Airbus Helicopters was informed that the LH rear support that attaches the rear intermediate roller of the sliding door was found cracked.

After investigation, it was confirmed that pushing on the rear part of the rear support was the root cause of the crack appearance. Airbus Helicopters thus makes it mandatory not to push on the rear part of the LH and/or RH rear support covers when closing the door.

Compliance with this ALERT SERVICE BULLETIN consists in checking the LH and/or RH rear supports to make sure that there are no cracks, before adding a label that prohibits any pushing in this area.

Pending the availability of the new design of the LH and/or RH rear supports, Airbus Helicopters makes it mandatory not to push on the rear part of the LH and/or RH rear support covers.

Although the safety level of the helicopter is compliant with the airworthiness regulations, the issue of this ALERT SERVICE BULLETIN improves the Airbus Helicopters safety standards.

1.D. DESCRIPTION

Compliance with this ALERT SERVICE BULLETIN consists in:

- checking the LH and/or RH rear supports,
- replacing the LH and/or RH rear supports, if necessary,
- installing a locally made label on the LH and/or RH rear support covers to prohibit pushing the cover when closing the sliding door by hand.

1.E. COMPLIANCE

1.E.1. Compliance at H/C manufacturer level

Airbus Helicopter considers compliance with the instructions of paragraph 3. of this ALERT SERVICE BULLETIN as essential before the delivery of the helicopter.

1.E.2. Compliance in service

The work must be performed on the helicopter by the operator.

Helicopters/installed equipment or parts:

Comply with paragraph 3. of this ALERT SERVICE BULLETIN within 6 months from receipt of this ALERT SERVICE BULLETIN issued on the date indicated in the page footer.

Non-installed equipment or parts:

Not applicable.

1.F. APPROVAL

Approval of modifications:

Not applicable.

Approval of this document:



The technical information contained in this ALERT SERVICE BULLETIN Revision 0 was approved on June 17, 2020 under the authority of EASA Design Organization Approval No. 21J.700 for civil versions helicopters subject to an Airworthiness Certificate.

The technical information contained in this ALERT SERVICE BULLETIN Revision 0 was approved on June 17, 2020 under the prerogatives of the recognition of design capability FRA21J-002-DGA for French Government helicopters.

The technical information contained in this ALERT SERVICE BULLETIN Revision 0 was approved on June 17, 2020 by the Airbus Helicopters Airworthiness Department for export military versions.

1.G. MANPOWER



For compliance with this ALERT SERVICE BULLETIN, Airbus Helicopters recommends the following staff qualifications:



Qualification: 1 Mechanical Technician.

The Estimated Man-hours are indicated for reference purposes only and based on a standard helicopter configuration.

Estimated Man-hours: 1 hour to check the LH or RH rear support and add the label.

If needed, 3 hours for the Mechanical Technician to replace the LH or RH rear support.



Estimated helicopter downtime is indicated for reference purposes only, based on a standard helicopter configuration.

Helicopter downtime is estimated at half a day to replace the LH or RH rear support.

1.H. WEIGHT AND BALANCE

Not applicable.

1.I. POWER CONSUMPTION

Not applicable.

1.J. SOFTWARE UPGRADES/UPDATES

Not applicable.

1.K. REFERENCES

The following documents are required for compliance with this ALERT SERVICE BULLETIN:

For AS350 helicopter versions B2 and B3:

Aircraft Maintenance Manual (AMM):

AMM: 52-12-00, 4-3: Disassembly / Assembly - Sliding Door - Sliding Door

AMM: 60-00-00, 3-1: General Safety Instructions - Mechanical Assemblies - General - Mechanics Systems

For AS350 helicopter versions B, BA, BB, B1, D, L1:

Maintenance Manual (MET):

MET: 52-91-00-403: Tear-down / Build-up - Sliding door - Sliding Doors

MET: 60-00-00-301: General instructions - General - Mechanics Systems

For all AS350 helicopter versions:

Standard Practices Manual (MTC):

MTC: 20-02-05-404: Assembly by screws and nuts - Joining

1.L. OTHER AFFECTED PUBLICATIONS

Not applicable.

1.M. PART INTERCHANGEABILITY OR MIXABILITY

Not applicable.

2. EQUIPMENT OR PARTS INFORMATION

2.A. EQUIPMENT OR PARTS: PRICE - AVAILABILITY - PROCUREMENT

Price

For any information on the price of modification kits and/or components or for assistance, contact the Airbus Helicopters Network Sales and Customer Relations Department.

Availability

Delivery lead times will be indicated by the Sales and Customer Relations Department on the operator's request.

Procurement

Order the required quantity from the Airbus Helicopters Network Sales and Customer Relations Department:

Airbus Helicopters
 Etablissement de Marignane
 Direction Ventes et Relations Client
 13725 MARIGNANE CEDEX
 FRANCE

NOTE 1

On the purchase order, please specify the mode of transport, the destination and the serial numbers of the helicopters to modify.

NOTE 2

*For ALERT SERVICE BULLETINS, order by:
 Telex: HELICOP 410 969F
 Fax: +33 (0)4.42.85.99.96.*

2.B. LOGISTIC INFORMATION

Not applicable.

2.C. EQUIPMENT OR PARTS REQUIRED PER HELICOPTER/COMPONENT

Kits to be ordered for one helicopter or one assembly:

Key Word	Qty	New P/N	Item	Old P/N →	Instruction
LH rear support	A/R	350A25-0031-38 or 350A25-0268-20 350A25-0031-39	1	350A25-0031-38 or 350A25-0268-20 350A25-0031-39	
RH rear support	A/R	or 350A25-0268-21	2	or 350A25-0268-21	

Consumables to be ordered separately:

Refer to the Work Cards and Tasks specified in this ALERT SERVICE BULLETIN:

The consumables can be ordered separately from the following companies.

Aviatec global aviation

Website: <https://www.aviatec.net>
Telephone: +33 1.34.46.45.24 or +49 4193.8803.630
Fax: +33 1.34.46.45.26 or +49 4193.8803.699
AOG: +49 4193.8803.660
AOG email: aog@aviatec.aero

Gaches chimie

Website: <https://www.gaches.com>
Telephone: +33 5.61.31.64.45
Fax: +33 5.61.40.98.63
AOG email: marketplace@gaches.com

BDSI

Website: <https://www.boeingdistribution.com>
Telephone: +1.305.925.2600
Fax: +1.305.507.7191
AOG: +1.305.471.8888
AOG email: AOGdesk@Boeingdistribution.com

2.D. EQUIPMENT OR PARTS TO BE RETURNED

Not applicable.

3. ACCOMPLISHMENT INSTRUCTIONS

3.A. GENERAL

- As per Task 60-00-00, 3-1 (AMM), read and comply with the general safety instructions for mechanical assemblies.
- As per Work Card 60-00-00-301 (MET), read and comply with the general instructions for mechanics systems.

Unless specified differently, tighten the screws to standard torque as per Work Card 20-02-05-404 (MTC).

3.B. WORK STEPS

Only the procedure for the LH sliding door is described. Perform the same procedure on the RH sliding door, if installed.

3.B.1. Preliminary steps

- Install access equipment.
- Remove and/or open all cowlings, panels, doors and all equipment items to enable adequate access to the various work areas.

3.B.2. Procedure

3.B.2.a. Removal of the cover (a), (Figure 1)

- Remove the screws (b) and the washers (c) ([Figure 1](#))
- Remove the cover (a).

3.B.2.b. Check of the LH rear support (d) (Figures 2 and 3)

- Make sure that there is no crack on the LH rear support (d) ([Figure 2](#)).
 - . If there is no crack on the LH rear support (d):
 - .. install the cover (a) as per paragraph 3.B.2.d.
 - . If there is a crack on the LH rear support (d):
 - .. replace the LH rear support (d) as per paragraph 3.B.2.c.,
 - .. if the LH rear support (1) is not available:
 - ... flights are authorized until receipt of the LH rear support (1) if the door is kept closed,
 - ... bond a locally made label "DO NOT OPEN IN FLIGHT" (5) or (6) ([Figure 3](#)) to the inside of the LH sliding door so that the label is visible and legible to passengers,
 - ... on receipt of the LH rear support (1) install the LH rear support (1) as per paragraph 3.B.2.c.

3.B.2.c. Replacement of the LH rear support (d) (Figure 2)

- Remove the LH rear support (d), ([Figure 2](#)) as per the principles of Task 52-12-00, 4-3 (AMM) or Work Card 52-91-00-403 (MET).
- Install the LH rear support (1) as per the principles of Task 52-12-00, 4-3 (AMM) or Work Card 52-91-00-403 (MET).
- Remove the label "DO NOT OPEN IN FLIGHT" if previously installed.
- Install the LH rear support cover (a) as per paragraph 3.B.2.d.

3.B.2.d. Installation of the LH rear support cover (a), (Figures 1 and 2)

- Remove the locally made label from the cover (a), if necessary.
- Install the LH rear support cover (a), ([Figure 1](#)).
- Install the washers (c) and the screws (b).
- Tighten the screws (b).
- Install the locally made label (3) or (4) on the LH rear support cover (a) as per Detail C, [Figure 2](#).

3.B.3. Final steps

- Install again and/or close all cowlings, panels, doors and equipment removed and/or opened during preliminary steps (paragraph 3.B.1.).
- Remove the access equipment.

3.C. RECORD OF COMPLIANCE

- Record full compliance with this ALERT SERVICE BULLETIN, with the revision number, in the helicopter documents.
- Please confirm compliance with this ALERT SERVICE BULLETIN:
QR-code or hypertext link

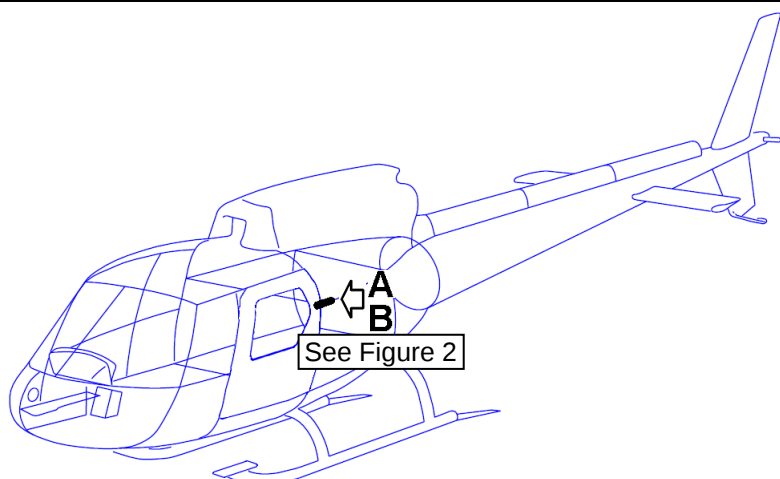
**NOTE**

The recording of compliance with ALERT SERVICE BULLETINS in the R-TEX tool does not replace the recording in the helicopter documents.

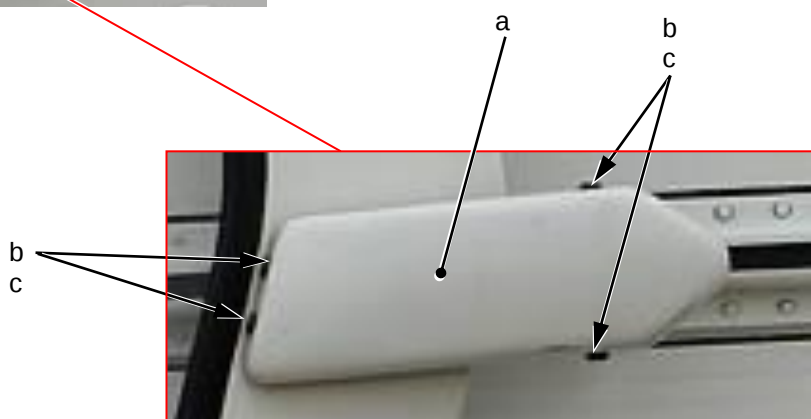
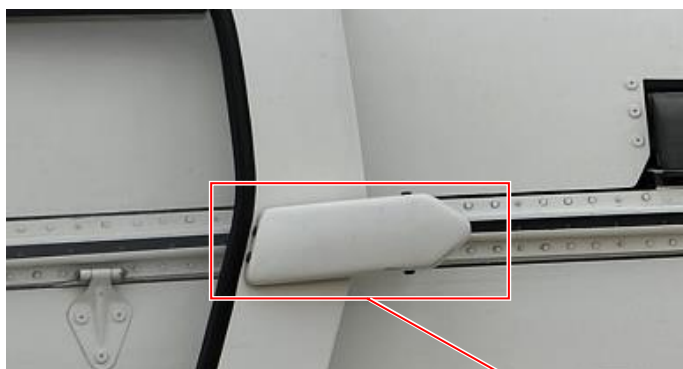
[ASB AS350-52.00.53](#)

3.D. OPERATING AND MAINTENANCE INSTRUCTIONS

Not applicable.

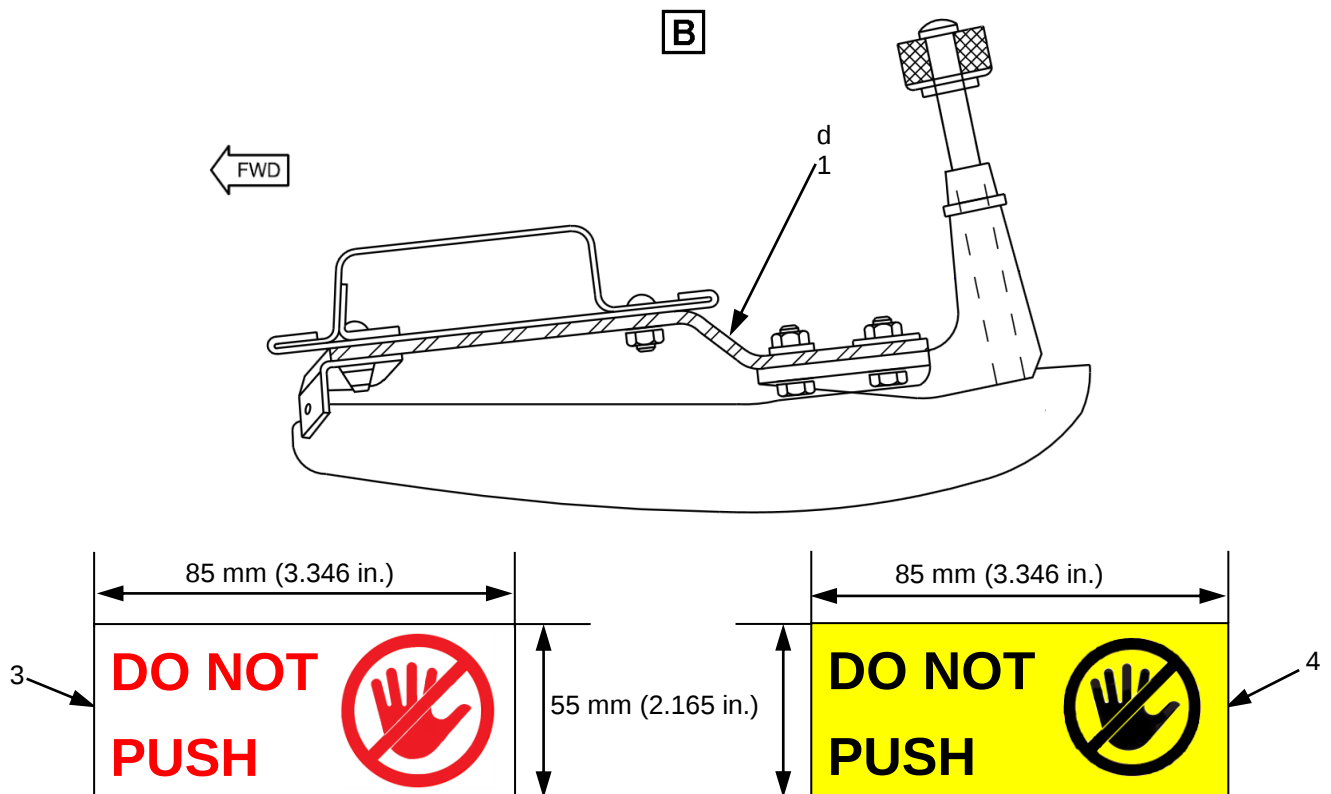


A



Return to paragraph [3.B.2.a.](#)
Return to paragraph [3.B.2.d.](#)

Figure 1

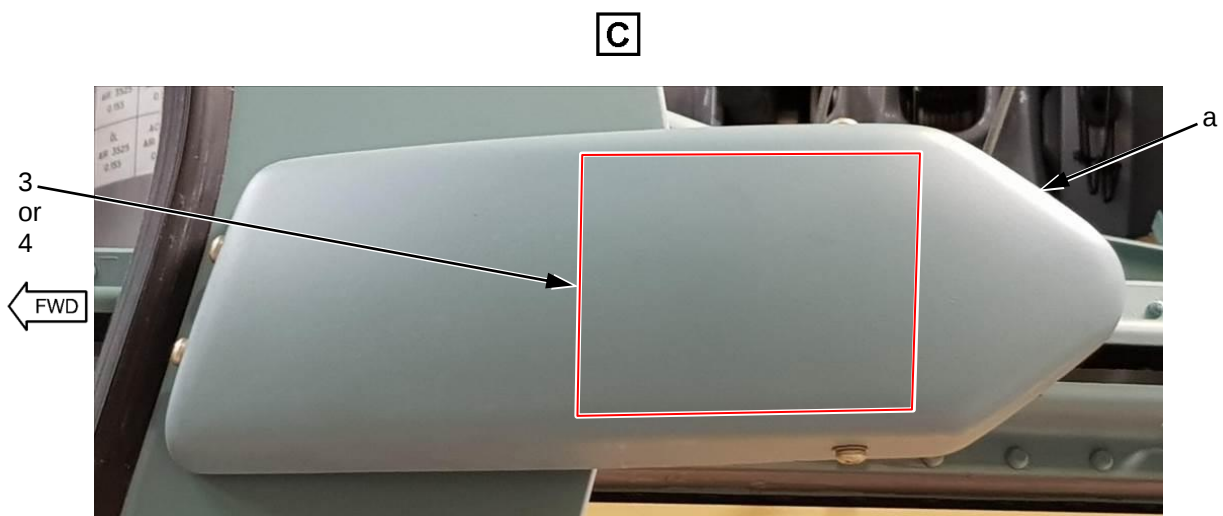


Making a self-adhesive label:

The letter size takes into account the label integration on the LH and RH covers. Choose a size of letters that will be clearly visible to the ground technician or ground crew. Red letters on white background for civil versions.

Making a self-adhesive label:

The letter size takes into account the label integration on the LH and RH covers. Choose a size of letters that will be clearly visible to the ground technician or ground crew. Black letters on yellow background for military versions.



Return to paragraph [3.B.2.b.](#)
 Return to paragraph [3.B.2.c.](#)
 Return to paragraph [3.B.2.d.](#)

Figure 2

5



**DO NOT OPEN
IN FLIGHT**

Making a self-adhesive label:

The letter size takes into account the label integration on the LH and RH door.

Choose a size of letters that will be clearly visible to passengers.

Red letters on white background for civil versions.

6



**DO NOT OPEN
IN FLIGHT**

Making a self-adhesive label:

The letter size takes into account the label integration on the LH and RH door.

Choose a size of letters that will be clearly visible to the passengers.

Black letters on yellow background for military versions.

Return to paragraph [3.B.2.b.](#)

Figure 3